



CASE MANAGER/CLIENT CARE NAVIGATOR

Hospice Vaughan

Since 1995, Hospice Vaughan, a not-for-profit, volunteer-based organization, has been helping people with life-limiting illnesses live fully in comfort and with dignity until they die, while providing support for families, friends, and caregivers. Currently we offer community-based programs and services including Hospice at Home, Day Programs, Wellness Programs, Counselling, Education and Bereavement services. We are currently expanding to include a new Centre of Excellence, 10-bed residential hospice facility; that will open later early new year.

JOIN OUR TEAM:

This role will appeal to a dynamic and experienced regulated health care professional who values the community and who is eager to support a growing organization and an energetic team. Reporting to the Director of Hospice Services and Manager, the Supportive Care Navigator is responsible for evolving our programs by building new partnerships and strengthening existing community alliances to optimize who and how we support clients in the community. The Supportive Care Navigator applies their knowledge of the formal (e.g. Health & Allied Health, Community, Social Service networks), and informal services (e.g. neighbourhoods, cultural groups, faith-based groups) to support individuals and families based on their needs and desires.

The Supportive Care Navigator will work closely with the direct service team to evolve the triage system for client intake and referrals, mapping out structured care pathways to and from long-term care homes, hospitals, retirement homes, older adult clubs, multi-faith centres and other community support services. They will identify the needs of the client and caregivers and working in partnership with the Service Team to identify and develop appropriate supports and participation in programs.

CORE DUTIES AND RESPONSIBILITIES

Planning and Program Development: The navigator role will work closely with the community to establish individual self-management pathways. At the program level this role will assist in the development and implementation of new group programs/services and track metrics to help evaluate the effectiveness of community hub model and navigation.

Direct Service: The Navigator will conduct an initial assessment to ensure appropriateness of client referrals. Using a package of support and education offerings, the navigator will establish care plans that are client centered and holistic in conjunction with Psychosocial Staff and Volunteer Service Coordinators. The navigator might assist with pain and symptom management assessments and will be available to connect clients with services for psychosocial/mental health support. Documentation will include referral information, care plans, progress notes and any other important information related to the care of the client following HPCO accreditation guidelines for documentation.

Other Outreach Services: The navigator will identify gaps in service, advocate for system change and deliver hospice palliative care education as required.



POSITION REQUIREMENTS

- The Registered Nurse RN or Social Worker BSW registered with respective Colleges
- Master's preparation an asset
- Palliative care education and/or CNA Certification in Hospice and Palliative Care an asset
- Three years of experience in community hospice palliative care
- Demonstrated confidence working autonomously and collaboratively with members of the interdisciplinary team
- Ability to comply with all federal, provincial, and municipal regulations and legislature
- Self-motivated, results orientated, personable and charismatic, well organized, diplomatic, strong verbal and written communication skills and the ability to multi-task
- The ability to work flexible hours and to commute between various locations in Vaughan
- Valid driver's license, access to a reliable vehicle and valid insurance
- Excellent communication, interpersonal, organizational and time-management skills.
- Knowledge of community resources
- Holds a high level of regard for the contribution of charitable organizations and an appreciation of the value and role of volunteers
- The ability to work flexible hours and to commute between various locations in Vaughan
- Experience in program development is an asset

Please specify "Supportive Care Navigator" in the subject line of your email to hr@hospicevaughan.com. We would like to take this opportunity to thank all applicants, however, only those selected for interview will be contacted. Please no phone calls or agency inquiries.

Please apply by February 25, 2021 but posting will remain open until hiring confirmed.