



# REACH Niagara

<b>Job title:</b> Peer Health Navigator
<b>Location:</b> Niagara Region
<b>Program Area:</b> JUSTICE
<b>Reports to:</b> Manager, Harm Reduction & Outreach
<b>Wage range:</b> \$20.50 to \$26.78/hour + 10% in lieu of benefits
<b>Status:</b> Full time (35 hours/week), temporary (up to March 31, 2028)
<b>Hours of Work:</b> Monday - Friday (8:30 a.m. - 4:30 p.m.)

## Summary

Regional Essential Access to Connected Healthcare (REACH) is a dynamic nonprofit, charitable organization that provides health care services to the unhoused community, survivors of intimate partner violence, those with justice involvement, and those who experience barriers to accessing healthcare services. We are committed to removing barriers to care by providing accessible and equitable care.

Reporting to the Manager of Harm Reduction and Outreach, the Peer Health Navigator is highly experienced in building rapport and leading advocacy efforts for community members who have justice involvement and are impacted by the social determinants of health. This person is highly skilled at problem solving, well connected to local resources, and can demonstrate sound judgment while maintaining personal boundaries. This person is able to work collaboratively with a team to assist clients in achieving their goals.

## Accountabilities and Responsibilities

Duties and responsibilities include, but are not limited to:

- Develop trusting relationships with and provide support for justice involved community members who are impacted by the social determinants of health and require assistance to overcome barriers and access to services.
- Collaborate with existing court support workers, lawyers, bail workers, probation and parole officers, and the local detention centre to identify and coordinate services.
- Facilitate access to counselling services, primary care, addictions care, and other referrals as identified by the client.
- Assist with the peer led support at dedicated program clinics
- Act as a program advisory to maintain client voice and experience
- In collaboration with the Program Specialist, develop and facilitate client engagement initiatives
- Provide client accompaniment support, as identified and requested through other team members for specialist appointments (medical, legal, housing etc.).

- Support client transitions to independence by encouraging self-reliance around tasks of daily living
- Provide clients with needed harm reduction supplies
- Support the development of program structure and activities to increase capacity and develop a strong program model
- Practice client advocacy when needed and support clients in being active in their care
- Complete administrative tasks in a timely manner
- Maintain healthy and professional relationships with community partners and program stakeholders
- Communicate all client needs/task with the case manager and defer identified referral to the case manager
- Provide point of care in various community settings
- In collaboration with clients, navigate potential referrals ensuring warm hand-offs to other programs/services
- Assess clients' relevant skills, strengths, and needs
- Works from a health equity framework to improve health outcomes for individual clients and/or for the development of community health and well-being, and to reduce health inequities.
- Develops and maintains strong ties to other professionals and community members.

*Overall:*

- Engages in evidence-based practice and ongoing learning.
- Provide input for development of team and REACH programming and services
- Participates in quality improvement initiatives to advance the work of REACH.
- Operates within established policies and procedures.
- Maintains timely documentation standards using Telus PS Suites.
- Participates in team and organizational meetings, committees, special events, etc.
- Understands and works within the Occupational Health and Safety Act (OHSA), Personal Health Information Protection Act (PHIPA), Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code and other relevant legislation.
- Demonstrates a commitment to a healthy and safe workplace for self and others (staff, clients, families, etc.) by taking all reasonable precautions and working in compliance with REACH-related policies, health and safety legislation and best practices.
- Ability to work flexible hours as requested by leadership.
- Work in a manner that demonstrates commitment to REACH's mission, vision, and values.
- Contributes to the REACH's strategic goals and objectives and values the equality and diversity of the client community.
- Other duties as required.

## Qualifications

### *Education and Work Experience Requirements:*

- Lived experience with the provincial and/or federal justice system.
- Completion of a relevant college diploma in social work, counseling or other social science or health-related discipline. **Equivalent experience will be considered.**
- A minimum of 1- 2 years experience providing outreach services to community members experiencing homelessness, mental health, substance use, sex trade, and/or other factors leading to inequities.
- Prior experience developing groups and services to meet the needs of a diverse range of clientele
- Demonstrated experience in collaboration and working within an interdisciplinary team.

### Knowledge, Skills and Abilities

- Demonstrated knowledge of the various processes and implications of the justice system (related to provincial and federal offenses).
- Thorough knowledge and experience of harm reduction, trauma-informed approaches, addictions, and mental health.
- Knowledgeable with resources within the community and methods of access
- Proven ability to provide compassionate, respectful, non-judgmental and culturally competent care to equity deserving populations
- Confidence in asserting and maintaining strong boundaries
- Ability to practice utilizing a client-centered approach with a strong understanding of the impact of the social determinants of health on client care management.
- Excellent time management skills with the demonstrated ability to effectively set priorities and complete required tasks.
- Ability to effectively identify problems and collaborate with others towards a solution.
- Must be able to work in an evolving environment, while maintaining a positive attitude and providing exemplary client-centered care.
- Ability to carry out duties independently while maintaining accountability

### Conditions of Employment

- Understands and works within the Occupational Health and Safety ACT (OHSA) and Personal Health Information Protection Act (PHIPA)
- Demonstrates a commitment of a health and safety environment for self and others by taking all reasonable precautions and working in compliance with REACH's related policies and best practices.
- Requires access to a reliable vehicle as travel within Niagara is expected
- At point of hire, provide proof of education, satisfactory Police Clearance Certificate, and a valid G driver's license
- Must possess a valid G driver's license with access to a reliable vehicle.

## Working Conditions

- May include stressful environment where there are mental and emotional demands with an expected amount of unpredictable behaviors
- Potential exposure to traumatic situations
- Intermittent physical activity including walking, standing, sitting
- Ability to work a fixed schedule with possibility of evening hours
- This position will be located in various locations across the Niagara Region

Employee Name:

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Employee Signature:

Date:

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Supervisor Name:

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Supervisor Signature:

Date: