



Job title: Peer Health Navigator
Location: Niagara Region
Dual Reporting: Supervisor, Gateway Niagara & Executive Director, REACH Niagara
Wage range: \$20.50 to \$26.78/hour + 6% vacation pay
Status: Part time (18.5 hours/week), temporary (up to December 31, 2025 potential of renewal up to December 2027)
Hours of Work: Tuesday and Thursday (9:00 a.m. - 5:00 p.m.) and Wednesdays (9:00 a.m. - 1:30 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.

In collaboration with Gateway Niagara, this Peer Health Navigator is highly experienced in building rapport and leading advocacy efforts for community members experiencing homelessness, mental health, substance use, and other factors leading to inequities. 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:

- Build professional and trusting relationships with clients while facilitating supportive conversations
- Offer peer informed support and guidance to individuals requiring urgent intervention as identified through the situation table
- Support client transitions to independence by encouraging self-reliance around tasks of daily living
- Facilitate attachments to health and social care as need for clients
- Develop and facilitate client engagement initiatives such as Drop-Ins, One-on-One activities, Surveying etc.
- 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, this could include providing community, home, and shelter visits while maintaining the safety of the employee at all times
- 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:

- Have personally lived with mental health, substance use, and/or homelessness
- Completion of a relevant college diploma in social work, child and youth care, 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

- 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.
- 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
- This position will be located in various locations across the Niagara Region

Employee Name:

Employee Signature:

Date:

Supervisor Name:

Supervisor Signature:

Date: