



CHILDREN'S TREATMENT NETWORK SIMCOE YORK

POSITION TITLE: Service Navigator
January 2013

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REPORTABILITY: Director, ACCESS and Health Records

DIRECT REPORTS:

EFFECTIVE DATE: January 30, 2013

POSITION SUMMARY:

This position is responsible to provide information, assessment and referral services for clients with special needs and their families. This position is key in providing clients, families and service providers with current information related to Network services, eligibility criteria and service delivery information. Taking a Network perspective and based on a client focused interview and initial assessment of strengths and needs, the service navigator links the client and family to appropriate services in the community and ensures that this key first step reduces duplication, supports the building of a single plan of care and improves efficiency across the Network.

PRINCIPAL RESPONSIBILITIES

- Facilitate a multi-domain interview process with the client/family in order to gain relevant information and implement a comprehensive initial service plan;
- Share client focused assessment information ensuring all members of the team have relevant information that they can build on;
- Engage with clients and families as partners to determine the initial referral and service plan;
- Assess the level of risk for the client and family and make appropriate links to services and community supports;
- Identify risks to the client/family and Network partners and problem solve as to the appropriate course of action;
- Obtain Network Consent for the Sharing of Information by ensuring the client and/or family truly understands the consent process and the Network's Privacy and security practices;
- Adhere to Privacy legislation respecting the privacy of clients and families;
- Open, update and ensure information documented in the shared electronic record is current, complete, relevant and accurate;
- Keep current on service delivery practices and programs across the Network in order to advise families and providers of various assessment and intervention opportunities;



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- Keep current with Service Navigation, Access and Intake best practices ensuring care is client focused, effective and efficient;
- Participate in Network activities including committees, training sessions, family events and professional education sessions;
- Participate in ongoing development and refinement of CTN's Access and the Service Navigation role to ensure the function supports the single plan of care process;
- Provide leadership in the alignment of various intake and referral mechanisms in order to reduce duplication and provide a coordinated access process for clients and families;
- Initiate and participate in quality improvement projects to improve service to clients, families, and Network partners;
- Documents all client related and non client related activity in the shared client record;
- Comply with professional college and association standards as appropriate.
- Take every precaution reasonable in the circumstances for the protection of themselves and other workers at CTN; and reports situations related to health and safety to the supervisor;
- Take every reasonable precaution in the circumstances for the protection of clients at CTN when becomes aware of the existence of any potential danger to client safety.

AUTHORITY TO ACT

This position has the Authority to Act as profiled in this position description, or as assigned by the Director, ACCESS and Health Records.

SKILLS/COMPETENCIES

- Post-secondary education in a relevant Child and Family focused discipline or a combination of education and experience related to Assessment and Intake functions;
- A minimum of five years of experience related to intake and referral practices in an agency or organization focused on serving children and families;



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- Extensive knowledge of paediatric conditions and various rehabilitation services and their areas of focus;
- Knowledge and understanding of clinical services and community supports for children with special needs and their families in York Region and, or, Simcoe County;
- Experience working with multiple agencies and organizations involved in integrated planning and service provision;
- Demonstrated experience working in a family focused way ensuring clients and families have a voice and are engaged as true partners in care;
- Outstanding customer service knowledge, skills and interests;
- Strong communication, interpersonal and problem solving skills, including oral, written and digital;
- Ability to use relevant computer technology that supports ACCESS functions;
- Outstanding organizational skills in the collection, evaluation and utilization of client information to develop a sound initial plan for the client family;
- Ability to maintain confidentiality, recognize sensitivity and exercise good judgement, discretion and accountability in all aspects of the role when dealing with clients, families, team members, and network providers
- Experience and understanding of various cultures and cultural communities including Francophone, First Nations, Métis and Inuit (FNMI) communities

ATTRIBUTES

- **Detail oriented** – ability to work on detailed tasks in terms of client assessment, research, documentation, report preparation, customer service, office systems, data management and other activities;
- **Flexible** – significant capacity to work within an ever changing and evolving operating environment, where changes do not overwhelm but represent challenges without losing site of the key roles of the position and the work of CTN;
- **Learning** – ability to assess situations quickly, to learn new ways and practices, and to be able to translate learnings into action;



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- **Client orientation** – motivated by and fully understand the importance of a client-focused approach to solutions, strategies, policies, training and related activities that benefit children and their families. Clear appreciation of who the primary target audiences are for CTN that guide all work activity, decisions and initiatives;
- **Virtuality** – excited by, enjoy and able to operate effectively in a more virtual environment that is uniquely different than traditional organizational structures and service delivery models, being less dependent on the rigors of a standard organizational structure, but more oriented towards a collective culture of teams working to achieve common goals and outcomes
- **Team** – ability to work effectively in diverse team environments, always working to move the team towards the achievement of its goals, build its capacity and create an environment of consensus and collaboration.

APPROVAL

Chief Executive Officer _____ Date _____