



Title: Mental Health Care System Navigator (Navigator)

- **Part or Full Time possible**
- **Will begin as contract and could become full-time**
- **No specific education required, but front-line local experience in social services and/or mental health care and wellness, working with young people (under 29) and guardians, is essential**
- **Flexible schedule (not necessarily regular business hours), laptop and cell phone provided**
- **Work from home, with some in-community (Muskoka-wide) face-to-face meetings/events required (must provide own vehicle and possess valid driver's license)**
- **Clear Vulnerable Sector Police Check will be needed on hiring**
- **Wages based on experience between \$25-\$30/hour**

NOTE: MiND-AID values the diversity of the people it hires and serves. To us, diversity means fostering a workplace in which individual differences are recognized, appreciated, respected and responded to in ways that fully develop and utilize each person's talents and strengths.

Definition: A Mental Health Care System Navigator possesses knowledge of the mental health care system and related services as a whole. They are able to see the bigger picture in mental health care. To better understand it, work within it and understand how to respond to changes as they occur, Mental Health System Navigators are able to think at both a local and at a system level. They have an understanding of the business and economics of mental health care and are aware of the inter-connectivity of the various parts of the mental health care system.

Description: To provide optimal support for the clients you care for, as well as their families, you need to have a fundamental understanding as to how the mental health care system works. This knowledge will enable you to effectively advocate on your client's behalf; both within your organization and the broader mental health care system. Being a Mental Health System Navigator includes such activities as establishing a client's eligibility for specific services based on defined criteria. It can also involve collaborating with colleagues to determine what services a client and their family will need in the community and identifying the appropriate agencies to connect a client with.

Role: The Navigator will endeavour to serve each client under the age of 29 (or their guardian) by...

Listening MiND-AID Navigators will build a trusted relationship with each young person (and guardian when possible) to ensure a more holistic understanding of the specific circumstances surrounding their personal struggle, and to allow the natural comfortable sharing that occurs when enough time is given.

Tailoring The Navigator will meet the young person where they are at on their journey and in a modality that is most comfortable for the individual; face-to-face in a public or professional setting, over the phone, through text, email, or online video.

Connecting A Circle of Care will be identified or formed by the Navigator, including family, friends, educators, as well as medical and professional service providers (where applicable), to ensure that all identified areas of concern are addressed in a coordinated effort.

De-mystifying Mental Health Care terminology and processes will be explained by the Navigator and mapping out of options and steps for engaging in or continuing care will be provided.

Guiding and Supporting Once a path is chosen, and with consent, the Navigator may assist the individual with entry into services, whether by personally accompanying or by calling ahead to make introductions (avoiding the potential re-traumatization which can occur if an individual is required to continually recount details of personal trauma).

Advocating If the individual encounters long wait times or has difficulty with a specific modality of service, the Navigator can work with an individual to explore alternative solutions or help expedite a process based on recognized urgency.

Staying Invested Many services are time-limited and/or end abruptly often leaving an individual without a pathway to continued care options. This can lead to gaps in an individual's care. Navigators will stay connected to an individual for as long as is needed, while being constructive to the needs of that person throughout their personal journey.

Philosophy: Mental Health/Wellness can be biological in nature but can also be situational, and the two facets work in conjunction with each other. As such, Navigators are expected to view each client holistically, taking into consideration contributing factors other than biology when assessing needs and goals. Situational factors may include but are not limited to age, family or social dynamic, past/present/future circumstances, education, vocation, finances, culture, gender, addiction, etc.

Duties:

- **collecting of personal and contact information of clients**
- **conducting intake interviews and needs assessments with clients (or guardians of clients)**
- **providing crisis intervention strategies/mental health first aid as needed (as a secondary function)**
- **sharing of documents through online secure portal**
- **logging case notes for all interactions with clients on online database**
- **understanding local and local-serving mental health-related services and intake processes**
- **keeping abreast of funding opportunities for mental health care needs**
- **traveling to meeting locations throughout the District of Muskoka**
- **providing social engagement and wellness strategies for client meetings**
- **connecting clients to services as per their goals**
- **following up with clients to ensure connections were made and care is being given by providers**
- **advocating and accompanying clients as needed**
- **filing of monthly mileage and expense reports**
- **managing case load and time requirements of role appropriately**
- **communicating needs and results of client work to direct supervisor ongoing and as needed**
- **understanding and employing the *Duty to Report* in cases of potential or known harm to others or self, including neglect of vulnerable beings**
- **properly storing and securing mobile-use equipment such as laptop, phone, notebook**
- **assisting in the development and deployment of psychoeducational programs/projects**
- **assisting in the development and deployment of marketing strategies**
- **conducting oneself professionally and respectfully at all times when in the role of Navigator and also in the greater community as a whole, recognizing the potentially influential position locally**
- **following Standard Operating Procedures at all times**