



Position: Peer Navigator

Assignment: Southlake Regional Health Centre - Newmarket

The Krasman Centre is a community mental health agency with offices in Richmond Hill and Alliston. We are a Consumer/Survivor Initiative, which means that our support services are provided by peers with direct lived mental health experience. We work with the community, in all its diversity and collaboratively with consumer/survivors and families to improve lives through information, networking, self-help, mutual support, and partnership.

Introduction: Peer Support is a respectful relationship between the Peer Navigator and the individual that promotes empowerment, trust and mutuality and supports individuals to make changes and decisions to address their current level of distress and enhance their recovery and wellness. Peer Support uses recovery-oriented principles with individuals to help combat stigma, raise self-esteem, improve self-concept and instill hope.

Peer Navigators have gone through a process of recovery and have obtained peer support related training to assist others with mental health challenges. The Peer Navigator defines, models, and mentors recovery values, attitudes, beliefs, and personal actions in order to encourage wellness and resilience. Activities of peer support promote self-directed recovery by emphasizing the person, rather than the identified mental illness &/or addiction.

Position Description:

The Peer Navigator will work as a member of a diverse inter-professional team to facilitate and support individuals in their recovery process. Drawing from lived experience of mental health and/or addiction challenges, the Peer Navigator will assist individuals who present at the hospital emergency department (ED) as they consider and determine their own unique goals and objectives. The goal of the Peer Navigator program/role is to enhance recovery and improve the quality of the patient experience both in the ED and with system navigation post ED visit

The Peer Navigator is a non-clinical support to the person and as such is intended to be a comfort to the person and a resource to individualized community supports and practical recovery information.

Duties:

- Establish contact with person following established protocols
- Orient the person to the peer navigator role including an understanding of the non-clinical role and voluntary nature of peer support
- Orient the person to the hospital routine and answer questions regarding emergency department (ED) process
- Be available to the individual throughout their wait in ED
- Provide support in a manner consistent with recovery philosophy, which emphasizes peer and natural support, and the de-escalation of distress
- Attend clinical assessment with the individual, with his or her consent
- Provide information about, and encourage accessing the full range of crisis supports
- Provide information on individual advocacy, self-help, recovery/wellness, “crisis” planning and prevention, empowerment tools as requested by person
- Provide information links regarding resources in the community
- Collaborate with individuals, promote self-advocacy and support individual to advocate for themselves
- Advocate for the individual as requested
- Support individuals transition from the ED to the inpatient unit, by giving information about what to expect on the unit and by accompanying individuals to the in-patient unit
- Provide follow-up support for individuals who are admitted to the hospital e.g. phone call, visit to inpatient unit, etc.
- Provide follow-up phone contact for individuals who are discharged the day after the ED visit and once more in one week after the visit
- Provide further information or clarification of information by telephone during the first week after the ED visit
- Document/chart as per hospital guidelines using a strengths-based, recovery supporting language
- Assist the individual with system navigation by providing practical recovery information including individualized community contacts and community peer support
- Act as a resource to the Emergency Department Teams
- Interact with, establish and maintain cooperative relationship with NYGH and Emergency Department Diversion Program (EDDP) staff and physicians
- Provide education about recovery and peer support to staff, residents and students. As part of the team, you will be expected to contribute to program development, research, and educational activities
- Provide peer support services reflective of the diverse needs of individuals
- Other duties as assigned

Qualifications:

- Personal lived experience in recovery from a mental health and/ or addiction challenges
- Graduate or current participant in peer support training
- Possess knowledge in the area of recovery education including WRAP & Pathways to Recovery
- Ability to apply Recovery principles, strengths approach and empowerment-oriented philosophies and practices in work with consumers
- Knowledge of trauma informed approaches to mental health and addictions issues an asset
- Knowledge of harm reduction principles an asset
- Possess excellent organizational, communication and interpersonal skills enabling you to work within a collaborative and diverse inter-professional team
- Ability to communicate and work comfortably with diverse communities
- Awareness of issues faced by diverse communities
- Knowledge of systemic issues such as poverty, unemployment, stigma, etc . and the isolation felt by individuals with serious mental health issues and their families
- Understanding of psychiatric consumer/survivor community.
- Extensive knowledge of Central LHIN supports and services in Toronto and York Region, including formal and informal resources.
- Effective leadership, decision-making, organizational and problem solving skills are required.
- The ability to be flexible, self-directed, self-reflective and supportive
- An ability to relate to consumers from a peer perspective, as well as communicate to a health care team with an understanding of the recovery model.
- Ability to work effectively as a team member in a dynamic and fast-paced multi-disciplinary environment is essential
- Provide supports reflective of the needs of the individual and when appropriate their families
- Demonstrate self-awareness and purposeful self-disclosure
- Demonstrate awareness of diversity issues and the personal impact of discrimination faced by people with mental health and addiction challenges
- Ability to use computers
- Bilingualism or the ability to speak a second language is an asset
- Knowledge of the Ontario Mental Health Act, mental health reform principles, the Substitute Decisions Act, and the Health Care Consent Act and PHIPPA requirements
- Current certificate in or ability to complete First Aid and CPR training
- Recent crisis intervention training an asset.

Working Conditions: dynamic, fast-paced, self-directed environment

Hours: Full-time, permanent, 37.5 hours/week.

EVENING and WEEKEND SHIFTS MAY BE REQUIRED.

Reporting: This position reports to Program Manager, Krasman Centre

Deadline for application is Tuesday, May 20th, 2014 by 12:00pm.

Application Procedures:

Please submit a cover letter and resume, outlining how your experience matches our requirements, to Krasman Centre, Attention: Susan Dobson, Program Manager by

Fax: 905-780-1960 and quoting Peer Navigator NYG.

Email: s.dobson@krasmancentre.com

or by dropping off at the Krasman Centre:

10121 Yonge Street, Richmond Hill, ON L4C 1T7

RESUME HINTS:

- Please prepare a letter outlining your experiences as they relate to this work, why you want to do this work, and the particular skills you bring
- Include volunteer work, workshops, life experiences and related skills
- Let us know how we can contact you

The Krasman Centre supports the recovery of people with mental illness and promotes diversity in the workplace. We encourage consumers, women, aboriginal people, people with disabilities, and members of the LGBTQ2S, visible minority and immigrant communities to apply.

To request this posting in an alternate format or to request accommodation in the application process, contact us by phone at 905-780-0491 extension 112 or by email at s.dobson@krasmancentre.com

While we thank all candidates for their interest, only those selected for an interview will be contacted.