



JOB POSTING

Peer Navigator – North York General Hospital

Position Title: Peer Navigator

Part-Time - 7.5 hours / week minimum with possibility of additional hours at different locations (up to full time), Contract position until Dec 31, 2026.

Introduction to Krasman Centre

Incorporated in 1998, Krasman Centre is a community based mental health and addiction Consumer/Survivor Initiative serving York Region, north Toronto and South Simcoe County. All our staff and volunteers are individuals with direct lived experience, of mental health and/or substance use challenges and/or as family members/caregivers, in keeping with our Consumer/Survivor Initiative model. We offer a wide range of peer-support-based programs and services including:

- Peer Support Drop-In Centres
- 24/7 Warm Line and Peer Crisis Support Service
- Mobile Peer Support Outreach
- Family Support Program
- Peer Support training programs
- Peer Navigators embedded in hospital Emergency Departments
- Peer Supporters in Withdrawal Management Programs and RAAM clinics

More information about Krasman Centre can be found here: www.krasmancentre.com

Peer Support is a respectful relationship between the Peer Supporter 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 Supporters have direct lived experience with mental health / substance use challenges, have gone through a process of recovery and have obtained peer support related training to assist others with similar lived experiences. For this Peer Support position, lived experience with hospitalized or through the hospital system, is a strong asset. 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 health, substance use/addiction challenge.

ORGANIZATIONAL ALIGNMENT

This key position will support the following **Strategic Goals**:

- Sustainable Growth
- Operational Excellence
- Health Equity and Inclusion

POSITION DESCRIPTION:

The Peer Navigator will work as a member of a diverse inter-professional team to support individuals in their recovery process. Drawing from lived experience of mental health and/or addiction challenges, the role of the Peer Navigator is to enhance recovery and improve the quality of the patient experience in the ED and to assist the patient with system navigation post ED for individuals who present at the hospital emergency department. On the adult inpatient unit and the day hospital program, the goal of the Peer Navigator, through individual or group sessions, is to enhance recovery, improve the patient experience, educate patients regarding community resources, and may assist individuals to develop their own Wellness Recovery Action Plans also known as WRAP. The Peer Navigator also advocates on behalf of patients to the mental health program leadership for resources and programs that would enhance recovery and quality of care. They can support patients to advocate for their specific needs.

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. The Peer Navigator does not provide counselling.

DUTIES:

- Meet with crisis nurse each shift to review patients in the Ed and identify who may benefit from peer support
- 7west- develop program with Unit Manager, Unit Coordinator and Clinical Nurse educator
- Check in with charge nurse each shift on 7 west to identify patients that may benefit from peer support
- Collaborate with recreation therapist on 7 west to plan any group programs
- Facilitate Friday group in Day Hospital and see patients at request of day hospital staff
- Handover from peer to peer when they overlap shifts
- Orient patients to the peer navigator role including an understanding of the non-clinical role and voluntary nature of peer support
- Orient the patient to the hospital routine and answer questions regarding emergency department (ED), inpatient, and day hospital processes
- Be available to the individual during their wait in ED, or during their inpatient admission to provide support in a manner consistent with recovery philosophy, which emphasizes peer and natural support, and the de-escalation of distress

- Provide information about, and encourage access to the full range of crisis supports at the hospital and in the community
- 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 by the individual
- Support individuals as they transition from the ED to the inpatient unit, by giving information about what to expect on the 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 philosophy language
- Comply the hospital Confidentiality Statement
- 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 Psychiatric Crisis Team, the Emergency Department staff & physicians, and mental health program staff and physicians
- Interact with, establish, and maintain cooperative relationship with NYGH 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/ required

EDUCATION, SKILLS AND KNOWLEDGE:

- 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, medications and the isolation felt by individuals with serious mental health issues and their families
- Understanding of psychiatric consumer/survivor community
- Extensive knowledge of local supports and services in York Region and Toronto, 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

OTHER ATTRIBUTES:

- Excellent Communication skills, able to successfully communicate with a range of individuals and groups
- Excellent networking and community building skills
- Excellent planning and organizational skills
- Excellent objective decision-making skills, using rationale and logic
- An approachable person, able to make others feel at ease in their presence
- Able to work with others in a collaborative and constructive manner
- Able to reflect on the organizational strategy whilst delivering the operational requirements

PEER SUPPORT VALUES:

- Hope and recovery – acknowledging the power of hope and the positive impact that comes from a recovery approach.
- Self-determination – believing that each person intrinsically knows which path towards recovery is most suitable for them and their needs, noting that it is the peer's choice whether to become involved in a peer support relationship.
- Empathetic and equal relationships – noting that the peer support relationship and all involved can benefit from the reciprocity and better understanding that comes from a similar lived experience.
- Dignity, respect and social inclusion – acknowledging the intrinsic worth of all individuals, whatever their background, preferences or situation.
- Integrity, authenticity and trust – noting that confidentiality, reliability and ethical behaviour are honoured in each and every interaction.
- Health and wellness – acknowledging all aspects of a healthy and full life.
- Lifelong learning and personal growth – acknowledging the value of learning, changing and developing new perspectives for all individuals.

OCCUPATIONAL HEALTH & SAFETY

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand and adhere to health and safety policies and procedures.

Physical requirements of the role include but are not limited to sitting, standing, walking, stairs, light lifting.

EQUIPMENT/MACHINERY/TOOLS:

Computer, cell phone provided by Krasman Centre.

SCHEDULE/WORKING CONDITIONS:

- 7.5 hours per week minimum with possibility of additional hours at different locations (up to full time) Contract position until Dec 31, 2026.
- Positions available as soon as possible
- Some evenings, weekends, and holidays may be required. Emergency department volumes, trends and peer (patient) needs are considered in scheduling these positions.
- Salary Range: \$23.50 - \$26.50 per hour
- Dynamic, fast-paced, self-directed environment

LOCATION: North York General Hospital - Emergency Department, Purple Zone, Adult Mental Health Inpatient Units (7W), Adult Day Hospital

PLEASE NOTE:

- This position is conditional upon the candidate being in adherence with the current Covid-19 Vaccination policy of the Krasman Centre and North York General Hospital
- This opportunity is being posted internally and externally simultaneously. Preference will be given to internal applicants who meet the requirements of the position.

HOW TO APPLY:

- Email your resume and cover letter to Dylan d.delariviere@krasmancentre.com and Julie, julie.shand@krasmancentre.com. Your cover letter should include:
 - Why you would like to work in this collaborative program and in a Peer Navigator position.
 - How your experiences match the job requirements.
 - What specific skills you can bring to this role.
- Please quote “Peer Navigator - NYGH,” in the title of your email.
- This posting will be **Open until filled**
- While we sincerely appreciate all applications, only those candidates selected for interviews will be contacted.

Krasman Centre is a progressive work environment committed to employment equity and promoting diversity and inclusion in the workplace. Those who would contribute to the organization's further diversification are welcome to apply. These include, but are not limited to, persons with disabilities, Black, Indigenous, First Nations, Métis, and Inuit peoples, members of racialized communities, and 2SLGBTQIA+ persons. If you require assistance with the application process or wish to receive this posting in an alternate format, please contact us:

General email address: info@krasmancentre.com, Toll free phone #: 1-888-780-0724

Accommodations are available on request for candidates taking part in all aspects of the selection process as per the Ontario Human Rights Code.