



## NON-CONTRACT ROLE DESCRIPTION

JD4641

<b>ROLE TITLE:</b>	Indigenous Patient Navigator	<b>ROLE DESCRIPTION NO.:</b>	4641
<b>DEPARTMENT:</b>	Indigenous Health	<b>HEABC REFERENCE NO.:</b>	18721399
<b>REPORTING TO:</b>	Manager, Indigenous Health	<b>HSCIS CODE:</b>	03099
<b>CLASSIFICATION:</b>	NCEC/Range 4	<b>JOB CODE:</b>	91254

### ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, Indigenous Health, the Indigenous Patient Navigator is responsible for providing day-to-day advocacy support to Indigenous, First Nations, Metis and Inuit, patients, and their families accessing care and services in Island Health. In conjunction with the Indigenous Health team the Navigator will develop and implement indigenous culturally safe services that assist in improving the health of Indigenous patients and their families. The Indigenous Patient Navigator promotes interdisciplinary collaboration and communication and provides information and referrals to First Nation communities and Indigenous organizations throughout BC and maintains workload data bases and reporting requirement set by Island Health.

### DUTIES AND RESPONSIBILITIES:

1. Serve as a point of contact for Indigenous patients and their families, Island Health health care providers, First Nation/Indigenous communities/organizations, who are requesting support and advocacy for patients at Island Health.
2. Meets with Indigenous patients and their families and attends medical rounds with Island Health health care providers on request to assist/discuss the needs of Indigenous patients and their families to access hospital and community based resources. Documents necessary information in the patient's charts and program database.
3. Works in collaboration with other health care providers and advises on use and availability of community based resources for Indigenous patients and their families.
4. Works in collaboration with the program team in the development of in-house education materials and delivery of Indigenous cultural safety educational sessions for all Island Health staff. Conducts annual Patient Satisfaction survey and provides monthly workload statistics through maintaining a daily workload measurement database.
5. Liaises with on site services and programs with respect to service delivery for Indigenous patients and families. Participates in work related committees that will lead to the improvement of culturally safe services for indigenous patients and their families.
6. Plans and carries out special projects in collaboration with the program team.
7. Participates in general hospital orientation sessions to develop a comprehensive understanding of the role of the Indigenous Patient Navigator and promote Indigenous cultural safety across Island Health.
8. Performs other related duties as assigned.

### QUALIFICATIONS:

#### Education, Training And Experience

A level of education, training and experience equivalent to a Diploma in health care, Social Work, or relevant field with extensive understanding of the health care system and two (2) years recent related experience working with Indigenous communities in British Columbia.

Extensive knowledge of community-based Indigenous organizations in British Columbia. Extensive knowledge of health issues, specifically mental health issues, addiction and diseases impacting Indigenous communities. Extensive knowledge of urban health and social programs and services that target First Nations', Metis and Inuit peoples. Knowledge of the various benefits and medical service plans.

### **Skills And Abilities**

- Demonstrated ability to initiate and maintain collaborative working relationships.
- Ability to communicate effectively both verbally and in writing.
- Demonstrated facilitation, conflict resolution and problem-solving skills.
- Demonstrated ability to deal with Indigenous cultural safety issues.
- Openness to ongoing anti-racism learning and development.
- Ability to operate related equipment including word processing, spreadsheet and database programs.
- Physical ability to perform the duties of the job.