



STARTING A NEW CHAPTER. **BE PART OF OUR STORY.**

Exceptional Care—Exceptional People

By choosing to work at Brant Community Healthcare System (BCHS), you are joining an organization with more than 130 years of making a positive difference in the lives of the people we serve throughout our communities. We value **Care, Accountability, Respect and Equity**, and we are working together to build a healthier community!

At BCHS, we are focused on delivering safe, high quality care and customer service every day. It is our exceptional people who make that happen – our people are the reason BCHS is such an awesome place to work! We recognize and reward our teams, support continuing education and provide ongoing opportunities for meaningful growth and development.

This is a great time to consider joining BCHS – come be part of our story!

Job Perks for Regular Full-Time Employees at BCHS:

- Competitive Wages within a health care environment
- Group health and dental benefits
- Group life and accidental death & dismemberment benefits
- Short term and long term disability insurance
- Defined Benefit Pension Plan – HOOPP
- Centralized Education Fund
- Wellness and recognition programs

POSITION: Full-Time Indigenous Patient Relations Navigator
DEPARTMENT: Patient Relations
POSTING DATE: February 2021

KEY FUNCTION:

Working collaboratively with the Indigenous Medicine Division to Provide support and advocacy for Indigenous patients and their families by facilitating the coordination of access to services provided at BCHS and transitions from BCHS to their next care destination. This will be achieved by building productive relationships with Indigenous health service providers, agencies and community groups and other key stakeholders.

REPORTING:

Under the general direction of the Vice President Clinical Programs and Chief Nursing Officer

DUTIES:

Responsibilities specific to patients and families:

- Provide personalized psychosocial support and navigation for Indigenous patients and their families accessing services at BCHS.
- Facilitate communication with the patient/family and all members of the care team to promote a culturally safe care environment and the delivery of high quality patient care.
- Facilitate the intake and follow-up of Indigenous patient experience concerns/ complaints/ questions and work with the care teams to achieve resolution for patients and families.
- Facilitate access to traditional healing practices including cultural, spiritual and linguistic practices for patients and families at their request.
- Work collaboratively with all Indigenous health care providers and organizations in the region to ensure continuity of care and improve transitions from hospital to community care environments.
- Work collaboratively with other Indigenous Navigators across the care continuum to facilitate access and the coordination of care.
- Work collaboratively with the Division of Indigenous Medicine to facilitate access to physicians who can provide in-depth medical and system knowledge to address patient and family concerns.
- Collaborate with other formal and informal leaders in Indigenous health to address systemic racism within the health care system and provide input and advice on Indigenous care issues at the BCHS.

Promoting Cultural Safety at BCHS:

- Participate in formal and informal education opportunities to facilitate an understanding of the unique needs and experiences of Indigenous patients/families and strategies to improve cross-cultural patient/family interactions.
- Using the patient feedback database, maintain appropriate documentation of all Indigenous patient complaints/concerns/compliments to support service recovery and due diligence.
- Develop and maintain an inventory of Indigenous health and social services in this region to be utilized by all care team members involved in discharge planning.

- Work collaboratively with all educators and other educational supports within BCHS to ensure staff and physician education addresses Indigenous topics in a culturally appropriate manner and is oriented to improving the patient care journey for Indigenous people.
- Maintain documentation in accordance with professional college guidelines and the policies of BCHS.
- Complete daily and monthly statistical workload measurement requirements.
- Align improvement work with BCHS's Strategic Plan with a focus on the five year goal focused on equity.
- Participate in education and training specific to current, relevant federal and provincial health and safety legislation, standards and guidelines.
- Promote health, safety and wellness in the workplace.
- Represent the department on various committees and in meetings as required.

QUALIFICATIONS EDUCATION AND TRAINING:

- Ideally a four (4) year Bachelor's Degree in Health Sciences, Social Sciences, or in a related field, from an accredited university.
- Knowledge and connection to local Indigenous Communities

EXPERIENCE:

- Minimum of five (5) years' experience working within a health care environment.
- Experience working with FNIM people's language, culture, customs, and traditions is required.

KNOWLEDGE/SKILLS/ABILITIES:

- Demonstrated skills in the area of assessment and therapeutic intervention with individuals, groups, and families.
- Demonstrated knowledge of ethical issues related to the Indigenous population
- Demonstrated knowledge of Medical Terminology.
- Demonstrated excellent judgment and proven analytical skills.
- Demonstrated proficiency in in Microsoft Office and patient information systems.
- Demonstrated superior interpersonal and communication skills, both written and verbal.
- Demonstrated ability to manage routine correspondence, multiple tasks/projects, diversified workload and rapidly changing priorities and challenging deadlines.
- Demonstrated discretion and maturity when handling confidential information.
- Demonstrated commitment to the safety of co-workers and patients.

PERSONAL SUITABILITY:

- Ability to use tact and discretion in dealing with health care providers and patients.
- Demonstrated ability to work effectively as a member of an interdisciplinary team.
- Demonstrated ability to perform with minimal supervision; to prioritize duties.
- Demonstrated commitment to ongoing professional development.
- Demonstrated professionalism in dealing with confidential and sensitive issues.
- Demonstrated positive work record and good attendance record.
- Ability to meet the physical and sensory demands of the job.
- Ability to travel between local sites.
- Valid driver's license with access to reliable vehicle.
- Willingness to travel within the Brantford, Brant County and Six Nations and Mississauga's of the Credit territories.

Primary responsibilities also include:

Safety (patient, worker & workplace) is a BCHS Corporate Priority. The successful applicant will demonstrate good stewardship in the identification, reporting and mitigation of unsafe acts or conditions.

To submit your application, please forward your cover letter and resume to humanresources@bchsys.org

The Brant Community Healthcare System (BCHS) is an equal opportunity employer, committed to employment equity and diversity in the workplace. We welcome applications from women, members of racialized groups, visible minorities, Indigenous | persons, persons with disabilities, persons of all sexual orientation and persons of any gender identity or gender expression.

To ensure there is equal opportunity during the recruitment and selection process, BCHS provides accommodation for applicants with disabilities upon request.