

## JOB DESCRIPTION

**Position:** Indigenous Centered System Navigator  
**Reporting to:** Program Manager and Executive Director

**Terms:** Permanent Full Time  
**Hours of Work:** 37.5/Week Monday to Friday with some evenings and occasional weekends

### ORGANIZATIONAL COMMITMENT

PCHC is committed to being a culturally safe, inclusive, and equity-driven organization that recognizes the inherent rights, knowledge systems, and contributions of Indigenous peoples. We understand that Indigenous ways of knowing, being, and healing are essential to the health and wellbeing of all communities, not only Indigenous clients. All staff share responsibility for embedding culturally appropriate and trauma-informed practices into every aspect of our work, guided by the principles of reconciliation, anti-racism, and respect for diverse worldviews.

### JOB SUMMARY

Reporting to the Program Manager and Executive Director, the Indigenous Centered System Navigator supports individuals facing barriers to accessing health and social services. This position is part of an interdisciplinary team working to improve care access and coordination for clients experiencing multiple barriers, including those who are unhoused, newcomers, refugees, Indigenous community members, and those with mental health and/or substance use challenges.

The Indigenous System Navigator provides intake and comprehensive assessment services through the lens of the social determinants of health, drawing on lived experience as an Indigenous person and on knowledge systems that benefit all clients, regardless of background. This role contributes to the organization-wide integration of Indigenous-informed approaches, ensuring that such practices are not limited to Indigenous-specific services but embedded in our broader model of care. The role requires a commitment to trauma-informed, culturally safe, and equity-focused care, with an emphasis on building trust and strong relationships with clients and community partners.

### KEY RESPONSIBILITIES

- Accept referrals from internal and external providers.
- Assess clients' eligibility for PCHC services and coordinate appropriate intake.
- Conduct comprehensive assessments based on the social determinants of health.
- Support clients in accessing health care and community resources, acting as a liaison across sectors.
- Coordinate service plans in collaboration with clients, their support networks, and

providers.

- Advocate for equitable, culturally safe care and services, supporting the integration of Indigenous knowledge and practices across programs.
- Ensure that effective and efficient use is made of all resources available to the Community Health Centre to respond to the healing and wellness needs of the community, including sharing Indigenous-informed approaches with colleagues across all service areas.
- Strictly adhere to the Confidentiality and Privacy Policies and all other policies and procedures of PCHC.
- Other duties as assigned.

## **JOB REQUIREMENTS**

- All employees of PCHC are required to submit a Criminal Record Check upon hire and every 3-5 years thereafter. Some positions will require a Vulnerable Sector Screening.
- Comply with the Occupational Health and Safety Act (OHSA), its regulations and all CHC occupational health and safety policies and procedures.
- Due to the requirements of this position, a valid Ontario driver's license, use of own vehicle and proof of valid insurance is required.
- Availability to participate in meetings, community engagement events, and other health promotion activities after regular work hours on occasion.

## **QUALIFICATIONS**

### Education and Work Experience:

- Diploma or degree in Social Services, Health, or a related field **or an equivalent combination of relevant education, training, and lived and/or professional experience.**
- Previous experience in community health or social service navigation
- Understanding of and commitment to the social determinants of health
- Experience working with interdisciplinary teams in a primary care setting
- Experience working with Indigenous, newcomer, and other systemically excluded but resilient communities, with the ability to share culturally appropriate practices that inform organizational approaches to care.
- Lived experience as an Indigenous person is recognized as a valued form of expertise, contributing to culturally safe client relationships and to the organization's integration of Indigenous-informed approaches across all services.
- Demonstrated commitment to reconciliation and equity, including the ability to collaborate in embedding Indigenous-informed approaches into mainstream programs and services.

### Skills and Abilities:

- Practice from a harm reduction philosophy.
- Strong interpersonal, communication, and relationship-building skills
- Ability to assess, prioritize, and respond to complex client needs with empathy and cultural humility
- Ability to work independently and collaboratively in a dynamic and evolving environment
- Strong facilitation and advocacy skills
- Knowledge of local community services, supports, and systems navigation strategies
- Demonstrated commitment to reconciliation and equity
- Experience with TELUS/PSS EMR is an asset.
- Demonstrated commitment to, and knowledge of community- based health care.
- Ability to work independently and problem solve.

### **WORKING CONDITIONS**

- **Company culture** – Social environment promoting communication, helping, healing and education between employees. Creative environment encouraging innovation and experimentation as well as personal expression. Investigative environment built on critical thinking, experimentation and problem-solving, where you are encouraged to be curious and learn.
- **Physical Demands** – Long periods of sitting and in front of a computer, typing and some walking. Lifting of some objects up to five pounds.
- **Environment** – Mainly an indoor office environment with exposure to outside during travel and events. Exposure to health hazards include, infectious diseases, potential physical and verbal violence, working alone, slips trips and fall, uncontrolled substances and other. It is important that the employee be able to identify hazards, have the knowledge and training to handle any situation. Minimal exposure to hazardous material such as cleaning supplies.
- **Mental Effort** – Quick thinking for frequent handling of difficult situations that some may find stressful and / or upsetting. A CHC is a busy environment that can be frequently noisy and interruptive. The incumbent will need excellent organizational, time and stress management skills to complete the required tasks.

**Preference will be given to Indigenous (First Nations, Inuit, Métis) applicants** in accordance with the Ontario Human Rights Code, Section 24(1).

This position has been designated to be filled by an Indigenous person to support our commitment to serving Indigenous communities in culturally grounded and respectful ways. Applicants who self-identify as Indigenous are encouraged to do so in their application.

*This job description is intended to convey information essential to understanding the scope of position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position.*

## **CERTIFICATION**

**I hereby acknowledge and agree to comply with the above description necessary to fill the position.**

I certify that I have read and understand the responsibilities assigned to this position.

I certify that this job description is an accurate description of the current responsibilities assigned to this position.

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Employee Name

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Supervisor/Manager Name

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Employee Signature

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Supervisor/Manager Signature

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Date

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Date