

Comox Valley Division of Family Practice – Community Navigator

Background

Divisions of Family Practice were created through collaboration between the Ministry of Health and the BC Medical Association (now Doctors of BC) and are community-based groups of physicians working together to achieve common health care goals. The Comox Valley Division of Family Practice represents physicians, in Courtenay, Comox, Cumberland, and Denman and Hornby Islands. Together, the members work to improve patient access to local health care, increase local physicians' influence on health care delivery, and provide professional support for physicians. The Comox Valley Division is a non-profit society managed by a Board of Directors, its members working collaboratively with Island Health and other community partners. Funding is used to identify health care needs in the local community and develop solutions to meet those needs. A GP for Me is a province-wide initiative that is being designed and implemented at a local level. A GP for Me aims to strengthen the primary care system. The goals of the initiative are to:

- Enable patients who want a family doctor to find one
- Increase the capacity of the primary health care system
- Confirm and strengthen the continuous doctor-patient relationship, including better support for the needs of vulnerable patients.

The Division is in need of a full-time Community Navigator to support the A GP for Me initiative. This role will work extensively with physicians, clients and community agencies in the Comox Valley. The role will assist physicians in identifying available health and social support services and linking patients to these services. This is a full-time position that has a planned end date by March 31, 2016. Opportunities for extending the term will be explored over the next 12 months.

Job Title:	Community Navigator
Reports to:	A GP for Me Project Manager, Physician Lead, and Executive Director
Status:	Contract (starting February/March 2015 through March, 2016)
Hours:	Full time (35 hours per week)
Pay rate:	To be discussed, commensurate with experience
Closing Date:	February 23, 2015

JOB SUMMARY

Reporting to the Project Manager, Division of Family Practice, the Community Navigator will be responsible for sourcing available community, regional, and provincial health and social support services. They will directly support physicians in linking patients to the most appropriate services and patients in navigating the services and support required.

The activities of the Community Navigator will include, but are not limited to:

- Establish and maintain effective relationships with physicians, MOAs, other health care professionals and health related organizations in the community, the region and the province;
- Provide support and advice to individual physicians and MOAs on available services;
- Provide telephone and in person support to patients (referred by their physician) to assist them in finding and securing the health and social support services they require;
- Source available health, social support, and health promotion services;
- Develop resources to support Comox Valley physicians in identifying services and linking patients to currently available services;
- Learn and use existing resource listings/guides available in the community;
- Create and maintain a system to compile and track a list of available health, social support, and health promotion services currently available. Note this may be done in partnership with other agency(s) in the community;
- Network with related navigator type services in the community with a focus on understanding how to best provide service to patients and to support the development of a collaborative approach toward navigation;
- Track measures to evaluate the uptake and impact of the services being provided for quality improvement and program evaluation purposes;
- Identify gaps in services and barriers to access of services and work with other stakeholders to address the gaps;
- Prepare regular updates for the Community Navigator project Working Group and for the Division of Family Practice;
- Maintain full confidentiality and protect the privacy of information received;
- Hours will typically be Monday – Friday daytime, with some requirement to work some evenings/weekend hours;

QUALIFICATIONS & EXPERIENCE

- Bachelor degree (or Masters) in a relevant field (e.g. Nursing, Social Work) or an equivalent combination of education (e.g. Social/Human Services Diploma plus extensive work experience)

- 2-5 years of experience in community role(s); working with clients in the community
- Excellent interpersonal, and networking skills
- Self-directed with an ability to work independently
- Ability to work effectively as a member of a team, which operates primarily in a virtual manner (e.g. no office space)
- Solutions-focused with excellent organizational skills
- Proficiency with researching available resources and compiling results
- Proficiency with office computer programs; Microsoft Word, Excel and PowerPoint
- Excellent oral and written communication skills
- Experience working with physicians/in a health care setting would be an asset
- Experience in program/new service development and delivery would be an asset
- Travel within the local communities will be required for this position. The successful candidate will have a valid BC driver's license, access to a reliable vehicle and automobile insurance which includes driving for business purposes. Attendance at occasional evening meetings will be required.

With no dedicated office space, the successful candidate will be expected to work from his/her own office set up.

Closing Date: Feb 23rd, 2015.

To apply, please send a cover letter and your resume to:

Connie Luck, Project Manager cluck@divisionsbc.ca

Only shortlisted candidates will be contacted. No phone calls please.

For more information on the Comox Valley Division of Family Practice please visit:

www.divisionsbc.ca/comox