

Navigation and Mental Wellness Coordinator
(Site: 9401 Jane St., Suite 206, Vaughan ON L6A 4H7)
Permanent, Full-time (35 hours per week)
\$76,224 - \$82,950 + Health Benefits + HOOPP

We offer a competitive benefits package: 3 weeks paid vacation; paid sick time; flexible work hours and no shift work; excellent extended health, dental and vision care benefits.

We are a proud participant of the Healthcare of Ontario Pension Plan (HOOPP), Canada's largest and most respected pension plan that provides a secure monthly income at retirement.

BACKGROUND

The Vaughan Community Health Centre (VCHC) is a not-for-profit, community-governed organization providing primary health care, social services, and illness prevention programs primarily to the residents of the Western and Northern York Region. We serve people experiencing barriers to accessing health care services due to culture, language, age, chronic illness, or the like. We are committed to providing services with and for local Indigenous, Black, racialized and other disadvantaged communities.

As part of the health promotion framework of our services, we work in partnership with other community-based health and social service organizations to address individual, family and community needs.

POSITION SUMMARY

As a member of the Leadership Team, the Navigation and Mental Wellness Coordinator works within the Centre's mission and strategic directions to lead and manage the day-to-day administrative needs of VCHC's Navigation and Mental Wellness Team.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- Ensure newly hired providers receive the necessary onboarding and training.
- Lead the Navigation and Mental Wellness Team in providing client-centered services and considering the social determinants of health that impact the quality of life for clients and their families.
- Collaborate with Leadership Team to enhance interprofessional collaboration between mental health providers, system navigators, primary care team and other health care providers.
- Coordinate the facilitation of group programs for the team members across teams.
- Support team members to work to their full scope of practice and develop responsive interventions for clients and community.
- Provide ongoing feedback on work performance through quarterly supervision meetings and conduct performance appraisals.

- Monitor the progress of team workplans and ensure key performance indicators identified by the organization and funder are met.
- Contribute to reporting of key performance indicators including client experience and health outcome measures.
- Address client complaints and health and safety issues in a timely manner.
- Lead the team in implementing quality improvement strategies to improve client care and promote efficient workflow processes and team functioning.
- Coordinate and approve team members' work schedules, authorize timesheets, time off and professional development requests.
- Liaise with IT, EMR and Data Management vendors to ensure smooth operations of digital tools for providers.
- Chair team meetings and support the team in addressing arising issues, including workflow processes, client complaints, etc.
- Triage mental health referrals for Vaughan and Keswick sites and allocate them to Social Workers/Therapists of both sites.
- Conduct outreach to community service providers and promote navigation and mental wellness services to recruit clients for the team.
- Update resource list for external mental health or specialized services.
- Prepare for and maintain accreditation standard requirements related to mental health and system navigation services.

QUALIFICATION REQUIREMENTS

- Baccalaureate degree in healthcare fields such as Social Work or Social Service Work
- Two years of experience in health administration, with a minimum of 1 year in supervisory capacity
- Experience in leading and supporting health professionals providing mental health and case management services
- Knowledge of and experience in implementing quality improvement activities
- Knowledge of health care and social services systems in York Region
- Strong understanding of key social determinants of health affecting individual and community wellbeing
- Experience in outreach and promotion of services to community service providers
- Demonstrated experience in creating and maintaining partnerships with community agencies and stakeholders
- Excellent time management, conflict management, problem-solving and decision-making skills
- Superior written and oral communication skills in English.
- Proficiency in a second language that reflects the diversity of the communities served by VCHC is an asset
- Knowledge and experience working with Electronic Medical Records
- Valid driver's license, regular access to a vehicle and appropriate insurance for personal automobile



Interviews will occur on rolling basis; please apply as soon as you can.

Successful candidates cannot be existing clients of the Vaughan Community Health Centre.

Successful candidates will be required to:

- o Show proof of a completed a 2-step TB test and measles vaccination/immunity
- o Complete a vulnerable sector check

Please send your cover letter and resume to:

Navigation and Mental Wellness Coordinator Hiring Committee
c/o Vaughan Community Health Centre Head Office
9401 Jane Street, Suite 206
Vaughan, Ontario L6A 4H7

Email: vchcjobs@vaughanchc.com

Fax: (905) 303-9444

www.vaughanchc.com

While applications are preferred via email, you are welcome to apply by fax, mail or in person.

Accommodations during the recruitment, selection, and interview processes will be provided in accordance with the Ontario Human Rights Code if needed. If you need accommodation during the hiring process, please call us at (905) 303-8490 ext.2631 to provide your contact information and a member from the hiring Committee will contact you.

Vaughan Community Health Centre is an equal opportunity employer and encourages resumes from people who are reflective of the diverse communities we serve. We are committed to excellence and hire based on merit.

We thank all candidates in advance for their interest, however, only those selected for an interview will be contacted.