

36 Elgin Street • 2nd Floor • Sudbury, Ontario • P3C 5B4

EMPLOYMENT PACKAGE:

The following employment package contains information to apply for the position of **Peer Support Navigator**.

The package contains (for your information):

1. Job Description "Peer Support Navigator"
2. Scenario Questions
3. Employment Application

Requirements for submission:

1. Applicant's Resume & Cover Letter
2. Completion of Application Screening
3. Completion of Scenario Questions (2)

How to apply:

Please fill out the enclosed application package, following all directions clearly and return completed application with attention to HR Department:

Email: hr@nisa.on.ca
In person: 36 Elgin St. 2nd floor
Fax: 705-586-3130

Only those chosen for an interview will be contacted.

DEADLINE: Tuesday May 14 at 4pm EST * Interviews will be held on Thursday May 16 and Friday May 17, 2019

If you require accommodations to complete this application, please email hr@nisa.on.ca or contact Dinah Laprairie at 705-222-6472 ext. 326.

Job Posting: Peer Support Navigator (Bilingual Position)

(1 part-time position, up to 15 hours, 1 full-time position up to 35 hours)

REPORTS TO: NISA Peer Support Outreach Coordinator (*TBD*)
LOCATION OF WORK: Health Sciences North, Emergency Department
HOURS: *TBD*
Shifts include day time, evenings and weekends

POSITION SUMMARY:

The Peer Support Navigator (PSN) is an individual with the lived experiences of mental health and/or addiction services. The Peer Navigator is responsible for providing information and peer-based, recovery-oriented support to individuals receiving services from Health Sciences North (HSN) as they enter and leave the hospital setting. The PSN will work as part of the multidisciplinary team, providing support to patients through a shared care model. The PSN will carry out specified administrative duties in order to fulfil the program's legal and professional requirements, advocating for the needs of individuals within the community.

DUTIES AND RESPONSIBILITIES:

Provides support to individuals so that they can successfully navigate mental health and/or addiction services:

Accessing services within the Mental Health and Addiction system can be overwhelming and a real challenge. Knowledge, with the understanding of the system and its services, can alleviate or reduce the stress and anxiety experienced by many. This role will assist the individual in navigating:

- Specialized Mental Health Inpatients process – what to expect.
- Resource information – what the role of hospital is and what support can be accessed in the community upon departure from the hospital.

This can be accomplished by:

- Providing emotional support and problem-solving opportunities.
- Encouraging and facilitating opportunities for community integration.
- Providing peer support services as required.
- Developing co-operative working support network if required.
- Establishing and maintaining, trusting relationships with the individuals and the professionals (HSN staff).
- Providing education to the individuals regarding peer support services and role of the Peer Support Navigator.
- Advocating on behalf of individuals for access to required resources or developments of services both in hospital and community.

Peer support will focus on:

- Discussion of recovery values and principles.
- Facilitating peer conversation.
- Strengths and wellness.
- Introducing a Recovery Support Plan and/or the Recovery Crisis Plan.
- Support in communicating with others (family, companion, care provider, clinical staff).

Support individuals in understanding the components of a treatment/wellness plan:

Key components of peer support are people who begin to feel they are no longer alone in their journey. Research has demonstrated that peer support not only is a key element of recovery, but enables the recovery process to occur. Opportunity to talk and connect with someone who has been in similar circumstances creates a sense of belonging and understanding. It is believed that peer support and professional service providers, can provide complementary support that facilitates recovery. Peer support can be provided in a one-to-one setting or in a peer support group approach.

The Peer Support Navigator will:

- Consult with individuals to develop an ongoing list of activity needs and interests.
- Develop and maintain a monthly community-based activity calendar for peer support and wellness recovery activities/groups.
- Facilitate an introduction to various occupational and life skills groups and activities.
- Facilitate two-way communication to and from multidisciplinary team and put it into action.
- Provide peer support through shared common experience and discussing practical strategies (including the WRAP®) for recovery and health maintenance.
- Apply problem solving methods to help individuals explore positive solutions to present challenges and provide assistance to develop a Wellness Recovery Action Plan (WRAP®).
- Maintain a safe and therapeutic environment.

Develops and maintains effective relations between staff, community partners and individuals:

The Peer Support Navigator will:

- Participate in meetings, ensuring effective communication, and engage in conflict resolution as required.
- Participate in team meetings, agency and community committees and other meetings as required.
- Work collaboratively with NISA and HSN staff, other healthcare providers and community partners.
- Participate in the evaluation of program goals and objectives and make recommendations on changes to current program activities for improved service delivery.
- Promote recovery-based philosophy including an individual's right to self-determination and autonomy.
- Communicate NISA's Core Values of Peer Support to enable understanding of peer support's unique role.

Ensures all file management and reporting functions are maintained in a comprehensive and timely manner:

The PSN will carry out specified administrative duties in order to fulfill the program and agency's legal and professional requirements.

- Complete NISA's staff activity summaries and individual activity notes utilizing data entry program.
- Ensure that monthly, annual and other required reporting documentation are completed.
- Use the approved notes templates and procedures to communicate with HSN staff.
- Engage individuals in preparing communication notes for HSN staff so that best available information is shared while promoting self-determination and autonomy.
- Participating and providing a peer perspective in team meetings, case conferences, and family and community meetings.
- Participating in regular meetings with Program Manager and Outreach Program Coordinator.

Takes responsibility for decision-making and accountability within the role:

The PSN will be required to make decisions on the following:

- Appropriate action to ensure safety of all individuals.
- Requests to share health information.
- Concerns regarding the well-being of any individuals.
- Self-manage workload and workflow.

The Guidelines used for decision-making may include but are not limited to: NISA Policy & Procedures, NISA Core Values of Peer Support, Mental Health Act, ED policies and protocols, Personal Health Information Privacy Act (PHIPA), the Peer Support Employment Training Manual (NISA), the Guidelines for Recovery-Oriented Practice and the Guidelines for the Practice and Training of Peer Support.

Maintains up-to-date knowledge of the Mental Health act and related legislation, the structure and personnel of local social agencies, government departments and trends and developments in the community that could affect the provision of mental health services.

Represents program and agency in a professional manner.

Works within the Policies and Procedures of NISA/Northern Initiative for Social Action.

Avails self of opportunities for professional development:

- Brings forward training needs and takes responsibility for seeking out relevant training opportunities.
- Participates in workshops and seminars as required.
- Attends and participates in organizational and program meetings as required.
- Participates in the performance review process.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

- Carries out all duties of the Peer Support Navigator in a moral and ethical manner and within the Core Values of Peer Support.
- Is present at the scheduled time of the day ready for the performance of duties.
- Is ready emotionally and physically to perform duties.
- Is available to work varying shift times, including evening and weekends.

QUALIFICATIONS

- Lived experience within the mental health system (addictions services experience also an asset)
- Peer Support training OR a diploma, degree or Canadian equivalent in health or a related discipline, and/or a minimum of two years' experience working in the social services is preferred.
- Familiar with the goals and objectives of NISA and HSN.
- Have working knowledge of community resources, especially mental health service agencies and consumer/survivor organizations.
- Completion of Wellness Recovery Action Plan (WRAP) and other recovery-based training is preferred.
- Completion of Standard First Aid with CPR, WHMIS, Nonviolent Crisis Intervention (NVC), Applied Suicide Intervention Skills Training (ASIST), Workplace Accessibility and Prevention of Violence and Harassment in the Workplace Training is preferred.
- Computer experience, including an ability to use Word, Excel, and email/internet technologies.
- Ability to work with minimal supervision, and as part of a team
- Excellent interpersonal, verbal and written communication skills to effectively support individuals and service providers.
- Conflict resolution and advocacy skills with individuals and staff.
- Demonstrated ability to model adaptive behaviour.
- Ability to engage in interprofessional and interagency diplomacy, including asserting professional boundaries in a respectful manner when required.
- Knowledge of Social Determinants of Health and Trauma Informed Care.
- Ability to work shifts (days/early evenings/weekends).
- Criminal Reference Check required.
- Written and verbal proficiency in both official languages for bilingual position is essential.

The statements contained in this job description reflect general details as necessary to describe the principal functions of duties, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas. This position may be subject to change; duties and qualification may be adjusted from time to time.

NISA is an organization run by and for consumers of mental health services. We develop occupational skills, nurture self-confidence and provide resources for recovery, by creating opportunities for participants to contribute to their own well-being and that of their community. NISA is strongly committed to employment equity within its organization. We welcome applications from all qualified candidates, including women, Aboriginal people, visible minorities, persons with disabilities and members of sexual minority groups. Members of these designated groups are encouraged to self-identify.

Accommodations are available on request for candidates taking part in this job competition, in all stages of the selection process.

JOB APPLICATION SCREENING

Please fill out the following form and attach to your resume.

Name: _____ Date: _____

JOB COMPETENCIES	Yes or No
Educational Preparation:	
Do you have Peer Support Employment Training?	
Do you have a diploma, degree or Canadian equivalent in health or a related discipline (Social Service Work, Social Work, Psychology, Humanities, Social Sciences)?	
Have you completed a WRAP (Wellness Recovery Action Plan)?	
Have you completed Applied Suicide Intervention Skills Training (ASIST)?	
Language Capacities:	
Are you bilingual (English and French)	
Do you speak another language along with English or French? If so, indicate which language.	
Experience and Knowledge:	
Do you identify as someone with personal lived experience of mental illness?	
Do you have experience working with people with a serious mental illness?	
Do you have experience intervening with individuals who are in crisis and/or suicidal?	
Do you have experience working with people who have substance use disorder?	
Are you knowledgeable of community resources in North Eastern Ontario?	
Do you have knowledge of Peer Support practice?	
Are you knowledgeable of pertinent legislation affecting members? (e.g. Mental Health Act, Ontario Works?)	
Do you have experience advocating for individuals within the Mental Health, Criminal Justice, and Social Service systems?	
Are you able to assess member needs and develop service plans that respond to member needs and preferences?	
Have you demonstrated the ability to work effectively with a wide variety of professionals?	
Are you interested in working as part of a team?	
Are you able to work flexible hours?	
Do you have a strong belief in a member-driven services?	
Do you have a non-judgmental attitude to those with various lived experiences based on race, class, sexuality, ability and gender identity?	
Have you demonstrated the ability to establish and maintain good working relationships with members, colleagues, and the community at large?	

Note: misrepresentation shall disqualify you from employment or be considered just cause for dismissal.



705-222-NISA (6472)



www.nisa.on.ca



info@nisa.on.ca



NISA Sudbury



NISA Northern

SCENARIO QUESTIONS:

Position: Peer Support Navigator

Summary of the Program:

The Peer Support Navigator (PSN) is an individual with the lived experiences of mental health and/or addiction services. The Peer Navigator is responsible for providing information and peer-based, recovery-oriented support to individuals receiving services from Health Sciences North (HSN) as they enter and leave the hospital setting. The PSN will work as part of the multidisciplinary team, providing support to patients through a shared care model. The PSN will carry out specified administrative duties in order to fulfil the program's legal and professional requirements, advocating for the needs of individuals within the community.

Please answer the following questions (please answer on separate page):

1. You may have a limited amount of time with the person you are supporting in the emergency department. Using a strengths-based approach, please explain how you would promote recovery values such as Hope, Mutuality, Health and Wellbeing, in the interaction.
2. How would you use your own lived experience with community mental health and/or hospital services to help people navigate the mental health system in and out of the hospital? How will you keep yourself up to date with community resources and how people can access them?
3. You will be self managing your workload as the only Peer on a multidisciplinary team and your position will be new in that setting. What steps will you take to maintain a high standard of work while balancing self care and emotional wellness.