

## Job Posting

**Position Title: System Navigator – Trans Health Interprofessional Care Team (preferred candidate identified)**

**Employment Status: Permanent Full-Time**

**Position Status: This is a Bargaining Unit position. All terms and conditions of the collective bargaining agreement apply.**

**Job Posting Deadline for Internal Candidates: April 23, 2024, at 5:00pm**

**Hours of Work Schedule: 35 hours per week (occasional evenings and weekends)**

**Position Reports To: Senior Manager, Integrated Care & Experience**

**Salary Range: Annualized salary range \$61,050 – \$71,080, commensurate on skills and experience, plus participation in HOOPP**

**Primary Work Location: Pickering**

### Organization

**Durham Community Health Centre (DCHC)** is a registered, charitable organization that provides integrated, accessible, and equitable community-based primary care, wellness services, and health education to Durham community members who face multiple barriers to their health and well-being.

DCHC also provides equity-based programs and services that focus on priority populations such as Indigenous, Black, the 2SLGBTQI Community, Newcomers to Canada, Seniors, and Unattached patients (i.e., those without a family doctor), to name a few. DCHC ensures Durham community members receive not only sick care, but preventive care as well.

At DCHC, we are a team-based interprofessional group of staff including physicians, nurse practitioners, nurses, counselors, dietitians, outreach workers, medical secretaries, and other administrative staff. We always place every client at the centre of our approach to care, based on their needs. We address these needs through integrated clinical and wellness care and health education.

It's an exciting time to be joining DCHC, while we are embarking on an energizing path with a focus on making our biggest impact yet on local health care by diversifying, expanding, and leveraging our Strategic Plan, Theory of Change, Brand, Client Stories and Resources.

### DCHC's 2023 – 2026 Strategic Goals

- Drive Program and Service Integration and Client Experience Across All that DCHC Does
- Evolve Program Offerings to Improve Health Equity and Meet the Needs of DCHC's Priority Populations
- Establish DCHC as a System Advocate and Champion for Equity
- Enhance DCHC's Brand and Awareness Across Durham Region
- Become an Employer of Choice with a Focus on Recruitment, Retention, and Development

### Position Overview

The overarching goal of Durham CHC's Trans Health Program is to expand access to gender affirming care and wraparound services to Trans and Gender expansive individuals in Durham Region.

As a member of the Interprofessional Care (IPC) Team, the Systems Navigator will work with clients who identify as trans and gender expansive across the Durham Region to support access to equitable and affirming medical and mental health care, which includes support access essential social services and community resources, as individuals the seeks throughout their transitional journey. The Systems Navigator will provide advocacy, support, and care coordination by collaborating with all members of the care team and partner organizations to support and facilitate client access to care and resources.

Additionally, the System Navigator will develop links to community resources to meet the needs of clients, paying close attention in building partnerships with those who support the BIPOC community with the goal of improving engagement and continuity of care across the region.

In service of respectful, competent, and safe care, the Navigator will work closely with the Trans Health IPC Nurse Practitioner and act as a resource for Durham CHC staff and community partners by providing updates on best practices and developing and delivering ongoing education. The navigator will support internal and external providers by connecting clients with resources to facilitate and support access to affirming care.

### **Key Responsibilities**

- Answering/supporting/directing incoming referrals and inquiries regarding Trans and Gender Expansive care for individuals and families
- Community case management –Help in accessing local resources, Ex) ODSP, injection supplies, housing, group support, mental health support, Name and gender change forms, external medical services and other services
- Development of groups to meet community needs including gap analysis/community feedback groups as well as training/mentoring group facilitators
- Working with the Trans Health IPC Nurse Practitioner to offer internal Education for Durham CHC staff addressing best practices in gender affirming care- Language
- Developing and implementing relationships with external partners to create and foster Networks and Committees to help promote health, wellness and support of Trans and Gender Expansive individuals.
- Working with the Trans Health IPC Nurse Practitioner to develop and implement a Durham mentoring program for standalone doctors that would be willing to support trans clients but need clinical support.
- Provide support and navigation services to clients applying to government or other external programs
- Act as a liaison with Rainbow Health Ontario (RHO) and participate in RHO Mentorship
- Participate in clinical rounds
- Supporting clients identified from internal outreach programs or any other health programs Ex.) HepC, Community Outreach, Youth, Clinics.
- Work with government, community resources to remain current on wait times for gender affirming surgeries
- Working with the Trans Health IPC Nurse practitioner engage with internal working groups, committees and teams to bring a trans affirming lens to all aspects of work at Durham CHC

## Qualifications

- Bachelor of Social Work, Nursing, or other relevant health discipline.
- 2-3 years work experience in the Health and/or Social Work field, or an equivalent blend.
- Registration with a regulated professional body (e.g. OCSWSSW, CNO).
- Membership in CPATH and/or WPATH an asset.
- Experience and knowledge of the health and social support system as it relates to the needs of the 2SLGBTQI community, ideally gained in a primary care or community care setting
- Demonstrate understanding on the impacts of the social determinants of health; in particular, working knowledge of social support systems (e.g. Ontario health and benefits systems, housing systems, employment law as it relates to clients' transitions)
- Experience working in a multi-disciplinary team and collaborating with team on the care of clients
- Demonstrated initiative and experience working independently with minimal supervision.
- Strong knowledge of anti-racist, decolonizing, and anti-oppressive understandings of the 2SLGBTQI communities in Ontario, and the intersection of health and social issues faced by these communities and in particular trans communities in Durham Region
- Excellent interpersonal skills: verbal and written communication; ability to adapt communications to the audience, including conflict de-escalation skills, educational presentations. Ability to motivate, problem-solve and deal with complex issues with sensitivity and respect.
- Excellent organizational and time-management skills
- Ability to take on multiple responsibilities, meet deadlines and manage tasks and projects with minimal supervision.
- Demonstrated software skills (MS Office).
- Demonstrate a commitment to a healthy and safe workplace for self and others (staff, patients, families, etc.) by taking all reasonable precautions and working in compliance with Durham CHC related policies, health and safety legislation and best practices.
- Understands and works within the Occupational Health and Safety Act (OHSA), Personal Health Information Protection Act (PHIPA), Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code and other relevant legislation.
- Applicant with lived experience in the 2SLGBTQI community would be an asset.

**Full vaccination against COVID-19 is mandatory for this position (DCHC CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).**

## Application Process:

- If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to [recruiting@durhamchc.ca](mailto:recruiting@durhamchc.ca). This position will remain posted until filled.

- While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

**Durham Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility:** If you have accessibility needs and require alternate formats or other accommodations, please contact Human Resources at 905-723-0036, or by email to [recruiting@durhamchc.ca](mailto:recruiting@durhamchc.ca). **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**