



JOB DESCRIPTION

TITLE: Navigation and Peer Support Worker (NPSw) (Better at Home)

PAY BAND: C

SUMMARY: The goal of this position is to provide localized information, and referral supports for older adults who need one-to-one support to access needed services and government benefits. The objectives of NPSw are to:

- Improve older adults' confidence and ability to use the community-based/provincial/national seniors services in their community.
- Increase older adults' utilization of community-based/provincial/national and supports.
- Improve older adults' quality of life (e.g. improved health, ability to choose to live at home, etc.)
- Increase older adults' sense of social connectedness and empowerment.

The outreach worker will be under the direction of the Better at Home Program Manager. The incumbent will provide support to clients in a variety of ways including, though not limited to, peer support to seniors having difficulties navigating through government systems, transportation, light housekeeping, grocery shopping, and friendly visiting. The incumbent will also provide support to the Program Manager with tracking and reporting, assisting with program promotion and advertising. The incumbent will also provide general program support and assistance to all Link programs when needed.

A key aspect to this position is working cooperatively with a variety of individuals in a caring, approachable, non-judgemental manner that encourages others to feel comfortable and respected.

RESPONSIBILITIES:

Responsibilities of the position include, but are not limited to:

- Provide culturally inclusive and participant focused support services
- Provide support to seniors in navigating complex health, financial, tax, and government systems
- Meet individually with clients to offer non-medical support
- Conduct research and identify appropriate resources for participants
- Provide transportation, if necessary, to appointments and outings
- Assist with client registration process as needed
- Complete and submit reports as required
- Provide other clerical or administrative services to the Program Manager
- Maintain accurate client files and statistics
- Promote The Link programs and services within the community
- Where possible, promote awareness of marginalization and disabilities and their broad impact on families, communities, and societies

- Ensure the protection of privacy for all the participants, clients, volunteers, staff and contractors
- Promote a positive and respectful work atmosphere by interacting and communicating in a professional manner
- Participate as part of a team that is actively engaged in contributing and accomplishing the mission, vision, and goals of the LDFES in supporting women and families of the Lakes District
- Work cooperatively with a variety of individuals and professionals to promote a positive team environment
- Follow existing safety procedures and report safety concerns to your supervisor
- Other related duties upon request

SKILLS REQUIRED:

- One to two years of post-secondary education preferred
- Relevant experience and/ or training related to service delivery for those facing poverty or other life circumstances that create risk factors for individuals, families and seniors
- Understanding of local First Nations and respectful, culturally sensitive practices
- Proven ability to deliver services with a caring, approachable, non-judgemental demeanor which encourages clients, team members and others to feel comfortable and respected
- Excellent interpersonal communication (written and verbal) and customer service skills
- Excellent organizational, planning, problem-solving skills
- Should possess basic research skills to provide effective support to clients
- Ability to work independently employing initiative and judgement at a high level
- Experience working effectively in a collaborative model within teams and communities
- Experience with family and participant centred practice is an asset
- Strong computer proficiency
- Ability to handle information in a confidential and professional manner

WORKING CONDITIONS:

- May be required to work evenings and weekends
- Use of personal computer and cell phone may be required
- Office use and location may fluctuate
- Will be required to use own vehicle
- Occasional travel within the region and overnight stays may be required

SPECIAL CONDITIONS:

- Initial and on-going employment is subject to submission of a clear Criminal Record check
- Must possess, as stated on the Driver Information form, valid class 5 driver's licence, satisfactory driver's abstract, appropriate insurance coverage, and as well as a clear vehicle safety inspection