**Job Description**

**Systems Navigation Coordinator[[1]](#footnote-1)**

**Hours:**

**Starting Wage:** Recommended $15 - $25 hourly based on experience and workplace requirements. (See Guide for paying peers: <http://www.bccdc.ca/resource-gallery/Documents/Educational%20Materials/Epid/Other/peer_payment-guide_2018.pdf>)

**Location(s) and Hours of Operation:**

**JOB SUMMARY:**

The Systems Navigation Coordinator (SNC), reporting to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, provides supports to [ORGANIZATION] members/ workers and connects them to various external resources, including providing housing referrals, legal support, etc. The SNC acts as a liaison between [ORGANIZATION] members and other service providers, and ensures that [ORGANIZATION] members have all the necessary supports for adequate physical and mental health.

**DUTIES AND RESPONSIBILITIES:**

* Provide [ORGANIZATION] members with support in navigating systems necessary for the best possible physical and mental health, including but not limited to, healthcare, housing, income support, and legal
* Build relationships with other social and healthcare service providers and provide referrals to these services as needed by [ORGANIZATION] members
* Provide advocacy and peer support to [ORGANIZATION] members in a culturally safe manner
* Support [ORGANIZATION] members in filing out applications for housing, income assistance and other applications (ID, Life Pass, Detox, etc.)
* Provide flexible and tailored supports for [ORGANIZATION] members, including accompanying them to appointments in various settings such as hospitals/ clinics, housing agencies, courts, and funerals
* Represent [ORGANIZATION] at relevant stakeholder meetings, community meetings, and other events as requested/ needed
* Provide training for [ORGANIZATION] members and support them in developing their own capacities and self-advocacy skills
* Track trends in substance use, community responses and harm reduction as encountered through interactions with different organizational partners, and inform and educate [ORGANIZATION] about these
* Maintain [ORGANIZATION] members’ confidentiality by ensuring that correspondence and information is locked securely in [ORGANIZATION]’s filing cabinet
* Participate in and provide input on the evaluation of the role to identify benefits, challenges, and potential improvements

**RECOMMENDED SKILLS:**

* Direct lived/ living experience with substance use and related health and social conditions such as poverty, criminalization, sex work, homelessness and other physical or mental health issues
* Current knowledge and familiarity with local social services and supports, as well as with local communities of people who use substances
* Ability to develop trusting relationships with [ORGANIZATION] members and work from a relational place, i.e. to build trust through relationships
* Ability to bridge gaps between [ORGANIZATION] members seeking supports such as housing, and those in more professionalized settings (i.e. nurses, housing workers, detox staff, etc).
* Knowledge and use of effective communication skills, both in dealing with [ORGANIZATION] members as well as other service providers
* Willingness to learn effective ways to communicate and move through conflict in challenging situations
* Possess a strong foundation rooted in harm reduction, cultural safety and individual autonomy
* Ability to provide leadership, give direction, tasks and appropriate constructive feedback to workers
* Ability to uphold appropriate boundaries for/with [ORGANIZATION] members seeking support, as well as for personal wellbeing and sustainability
* A good understanding and ability to maintain appropriate work/life boundaries for themselves and when supporting [ORGANIZATION] members
* Self-motivated and able to work independently and as well as within a team
* Good computer skills, including ability to operate email and basic documents, as well as perform online searches to conduct research and provide support for individuals

**Note:** This job description was developed by employees with lived/ living experience that currently work in similar roles. Organizations are welcome to tailor the job description, or split the role into multiple roles, as per their needs.

1. The job title should be determined with the individual with lived/ living experience that is being hired [↑](#footnote-ref-1)