

Family Health Team

is currently seeking a full-time
Intake Coordinator / System Navigator
Mental Health Services

to join the Centre for Family Medicine Health Team (CFFM FHT). Our mission is **“To provide leadership and excellence in comprehensive patient-centred primary care through education, research, innovation and care provision in a collaborative, sustainable, inter-professional environment.”**

The Centre for Family Medicine Family Health Team (CFFM FHT) consists of twenty family physicians, nurse practitioners, registered practical nurses, registered nurses, part-time specialist physicians, social workers, clinical psychotherapists, family and marriage therapists, dietitians, clinical pharmacists and an occupational therapist. In addition to integrated primary health care for rostered patients, we offer a number of community programs that receive referrals from across KW4 including: regional memory clinics, mobility clinics, refugee health clinics, an in-home primary care team, and counseling services for patients of the Andrew Street, Twin City and Waterloo Region family health organizations.

The Intake Coordinator / System Navigator is a new position that will support two CFFM mental health teams by streamlining intake for individual and group counselling; and acting as a system navigation resource for patients. The role and its responsibilities will develop over time.

Responsibilities

Intake Coordination and System Navigation

- Supports development of this new position including refining processes for both mental health teams
- Triage and facilitates care for patients referred to any of CFFM’s mental health services
- Facilitates initial screening and provides other resources when necessary, including:
 - Assessing patient needs and available resources
 - Identifying situations that warrant fast-tracking or referral to external crisis services, conducting risk assessments and providing safety planning if necessary
 - Obtaining all relevant information from patients and booking initial appointments
 - Coordinating individual or group counselling as assessed, and supporting access to other CFFM services where possible
 - Supporting patients’ navigation of other community and health services
- Supports reception as the initial point of contact at the CFFM for new requests/referrals for mental health services
- Provides referral information for other community resources/services as appropriate to the patient situation
- Coordinates intake availability of counsellors and assigns new cases as per agreed-upon processes

Team Participation

- Participates in discussions and decision-making at team meetings
- Assists teams in the development of quality and process improvement initiatives

- Provides feedback in the development and evaluation of policies and procedures as requested
- Provides input to management and mental health teams regarding patterns in client intake to support program development and enhancement
- Works with teams to identify unmet or poorly met patients' needs and solutions to these service gaps
- Shares new information with the teams when identified
- Meets regularly with the Executive Director (manager) for support and direction

Documentation and Records Management

- Documents and maintains clear records of all patient interactions
- Provides clear and timely communication with other healthcare and social service providers
- Other correspondence as required

Qualifications and Experience:

- Bachelor of Social Work (BSW) and registration with Ontario College of Social Workers and Social Service Workers (OCSWSSW)
- Minimum 3 years relevant experience (e.g., intake, crisis intervention, creating safety plans/CRISPS, triage, system navigation)
- Experience working with, and extensive knowledge of the local health care system and community resources
- Evidence of experience working in an interprofessional team and independently with minimal supervision
- Experience and knowledge of the impacts of social determinants of health on patients
- Proven relationship building and problem-solving skills
- Proven ability to keep confidential all information regarding patients, health care providers, employees, business operations and clinic/team information
- Demonstrated ability to listen effectively and to build working relationships with patients, and other team members
- Demonstrated ability to comfortably and respectfully raise issues with other team members and participate respectfully in resolving them
- Compassionate verbal communication skills
- Ability to deal with people in distress, de-escalation skills
- Flexibility to accept changes in job activities and responsibilities
- Experience in working with clients in crisis an asset
- Experience working in an EMR (e.g., PSS, OSCAR) an asset
- Vulnerable Sector Check required

At the Centre for Family Medicine we strive to offer an exciting and caring work environment. If this position is of interest to you please send your letter of interest and your curriculum vitae by **Friday August 9th** to:

Ms. Nicole Bird, HR Lead
 The Centre for Family Medicine Family Health Team
 10B Victoria St South, Kitchener, ON N2G 1C5
 or submit electronically to HR@family-medicine.ca