



Indigenous Patient Navigator

Reports to: Cultural Wellness & Outreach Manager

Range of Pay: \$31.00-38.50/hour

Type: FT Contract (6 mths)

Location: St. Catharines

INTRODUCTION:

The overall responsibility of this position is to bridge the gap between Indigenous community members, caregivers, families, health and social service organizations, homecare, hospitals, community support services, to better navigate the complexities of the health care system. The IPN will advocate for and promote access and provision of culturally safe and appropriate health care services. This position acts as a resource for Indigenous clients and health care providers. The patient navigator provides a link between Indigenous communities and western health care providers, healthcare institutions, and supports understanding of the regional health care systems.

PREFERRED KNOWLEDGE, SKILLS & ABILITY:

Case Management and System Navigation

- Directly support clients, caregivers, and families to communicate with physicians, nurses, social workers, discharge planners, community workers and members of the health care team, Traditional Healers, Elders, and knowledge keepers, etc.
- Identify barriers and gaps facing Indigenous community members accessing the health care system and assist with problem solving and finding resolutions to improve access.
- Comprehensive knowledge and understanding of the healthcare system including points of access, referral processes, service eligibility requirements etc.

Education and Promotion

- Assist with development of marketing and promotion strategies on the role and services to Indigenous peoples, etc.
- Deliver informational presentations, provide education on culturally safe services and spaces, provider education sessions, participate in case conferences, spread awareness of program and services through various forms of community engagement.

Operations

- Ability to complete monthly reporting requirements, maintain comprehensive case notes in an EMR, contribute to program planning and team initiatives, comply with privacy and confidentiality policies and procedures

STATEMENT OF QUALIFICATIONS:

- Completion of a post-secondary degree or diploma in a social work or health care related field
- Demonstrated understanding of the health care system
- Knowledge of traditional medicines and ceremony

In addition to requirements for the position, the ideal candidate would also possess some of the following qualifications:

- 2-5+ years' experience working in an Indigenous health or social service organization, hospital or community-based case management, health promotion, or public health

INTERESTED APPLICANTS

Please submit your resume and cover letter to: humanresources@dahac.ca by February 6th, 2026

Nya:weh / Miigwetch to all applicants. Only those selected for interviews will be contacted

Please note that **ONLY** complete applications with cover letter will be considered.

Preference is given to candidates of Indigenous Decent.

100% Organization Paid Benefits

- Health Benefits
- Employee Life AD&D Insurance
- Business Travel Life & Disability Insurance
- Dependent Life Insurance
- Employee Critical Illness Insurance
- Travel Accident Insurance
- Long Term (LTD) Benefit

Retirement Benefits

- Hospitals of Ontario Pension Plan (HOOP) with Immediate Eligibility

Paid Time Off Benefits

- 3 Weeks' vacation to start
- Personal Days - 12 Annually
- Statutory & Organizational Holidays - 13 Annually