

# EMPLOYMENT OPPORTUNITY

Women's College Hospital (WCH) is an academic, ambulatory care hospital in Ontario with a focus on health for women, health equity and health system solutions. If you're ready to be part of a team that is revolutionizing the future of healthcare, then you will want to join an institution where the possibilities for innovation, new discovery and system thinking are limitless. Women's College Hospital is committed to equity, quality and patient safety as key professional values and essential components of daily practice.

[Healthcare Revolutionized 2030](#) is our roadmap to the future. Our strategy is built on the pledge that the founders of our hospital made 140 years ago and reaffirms our commitment to providing equitable, accessible, best-in-class healthcare for everyone – meeting people where they are on their healthcare journey and partnering with them to reach their goals of living their healthiest lives possible. The stage has been set for Women's to accelerate our priorities and capture the momentum to catapult our system forward to revolutionize healthcare for everyone.

**Applicants must reside and be legally eligible to work in Ontario.**

An exciting opportunity as an **Indigenous Patient Navigator II** reporting to the Manager, Centre for Wise Practices in Indigenous Health

**Type:** Temporary Full-Time

## **New Position**

The Indigenous Patient Navigator will provide in clinic support and advocacy for First Nations, Inuit and Métis (FNIM) patients and families who are attending WCH programs and services. The Indigenous Patient Navigator will develop wholistic plans of care which may include coordinating access to services, advocacy within the hospital, short term case management, short term supportive counselling and education as required. The Indigenous Patient Navigator will work closely alongside the Traditional Healer acting as a cultural helper during traditional ceremonies as required.

This role will also involve supporting and advocating for culturally safe and responsive care within the hospital. This may include providing education and support for the hospital's Smudging Policy as well as events and initiatives designed to address anti-Indigenous racism within the healthcare system.

## **What You'll Do:**

### Patient Care

- Serve as a first point of contact for Indigenous patients seeking support from Ganawishkadawe Centre for Wise Practices in Indigenous Health (GCWP-IH)
- Develop and follow a clinical pathway of wholistic intake, assessment, care plan and discharge
- Coordinate patient appointments with the Traditional Healer as required
- Provide short term case management as part of care planning as required
- Provide supportive counselling and education as required
- Provide current and relevant information, resources, programs and services in the community that may be relevant to patients and families
- Coordinate access to culturally relevant and appropriate services both internally and externally of WCH as required
- Collaborate with patients to promote, encourage and support self-advocacy
- Use tact and discretion to advocate on behalf of patients as requested for culturally safe care and service based on the principles of Indigenous rights and self-determination

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- Respond to sensitive and complex situations with discretion and care while maintaining strictest confidence of information and materials in accordance with PHIPA

## Anti-Indigenous Racism Education and Engagement

- Establish strong working relationships with hospitals, physicians, emergency departments, community health centres and other community agencies and resources
- Promote knowledge and understanding of WCH's Smudging Policy across departments
- Promote knowledge and understanding of the past, present, and ongoing harms of colonialism experienced by Indigenous Peoples
- Practice the principles of anti-racism and anti-oppression
- Promote First Nations, Inuit and *Métis* beliefs, values and cultural practices that enhance health and wellness
- Engage in systemic advocacy to address issues of anti-Indigenous racism, inequality and injustice across the hospital
- With the support of the broader GCWP-IH team, collaborate with WCH service providers to identify methods for incorporating culturally safe and responsive care for Indigenous patients
- Participate in events and initiatives designed to address anti-Indigenous racism within the healthcare system or which promote GCWP-IH

## Administration

- Complete required documentation in the electronic medical record as required and according to professional standards
- Complete necessary workload measurement data and metrics as required
- Engage in self-reflective practice, continuing education and professional development to maintain competencies and skills

The responsibilities described above are representative and are not to be construed as all-inclusive.

## What You'll need:

- Demonstrated lived experience as an Indigenous person in Canada (ie. First Nations, Inuit or Métis)
- Undergraduate degree in a health related field
- Minimum 4 years of experience of established practice working with Elders, Knowledge Keepers, and/or within an Indigenous community
- 3-5 years of work experience in a healthcare environment working with patients, families and healthcare teams
- Prior knowledge and experience in ceremony within Indigenous community contexts
- Experience working with extensive knowledge of First Nations, Inuit and Metis (FNIM) languages, cultures, customs and traditions
- Understanding of anti-racism and anti-oppression frameworks within healthcare
- Acts as first point of contact for WCH programs, services, patients and families. Independently provides short term case management, recommendations, referrals, advocacy and supportive counselling and education to patients and family.
- Works closely with the Traditional Healer, assisting in scheduling appointments and assisting Traditional Healer with traditional ceremony or supportive visits
- Interpretation of the Smudging Policy and providing required education, workshops, and in-services as required throughout WCH.
- Strong interpersonal, oral and written communication skills;
- Demonstrated experience in de-escalation, conflict resolution and non-violent crisis intervention skills
- Strong engagement, relationship building and patient centred communication skills

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- Understanding of maintaining professional and clinical boundaries
- Current knowledge of Indigenous and community social services, supports and resources within the GTA
- Ability to manage demanding interpersonal situations with good judgement, understanding and communication
- Proven attendance and punctuality.
- Professional behaviour and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

## Why Choose Us?

- Be part of a dedicated team committed to excellence.
- Shape the future of healthcare in a supportive environment.
- Embrace the Best of Both Worlds and join our Hybrid Work Environment.
- Enjoy competitive benefits and an excellent defined benefit pension plan (HOOPP).

Women's College Hospital may use artificial intelligence (AI) or automated decision-making tools during various points in the recruitment and selection processes. Please note that third-party job boards may apply their own automated features when displaying or promoting this posting. Women's College Hospital has no control over these external platform tools.

If you suspect any recruitment related advertising, communication or content did not originate from Women's College Hospital, please report it immediately by providing the relevant details to [WCH Job Advertisement Fraud Reporting Form](#).

Employment at Women's College Hospital is conditional upon the verification of credentials, completion of a health review, and proof of immunity and vaccination status for vaccine-preventable diseases, in alignment with WCH Communicable Disease Surveillance protocols. Successful candidates will be required to complete the [Employee, Physician and Volunteer Immunization Record Submission Form](#) and the **Pre-Placement Health Review Form** prior to commencing employment. Submission instructions will be provided in the new hire package and all requirements must be satisfied prior to commencing employment.

Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.