



Addiction & Mental Health Services | services de lutte contre les dépendances et de santé mentale  
Kingston Frontenac Lennox & Addington

<b>Position:</b>	Peer Navigator, Case Management	<b>Competition Number:</b>	2022-090
<b>Hours of Work:</b>	37.50 hours per week, Monday to Friday, 8am to 4pm	<b>Reports to:</b>	Program Manager, Case Management
<b>Vacancies:</b>	One (1)	<b>Hourly Rate:</b>	Pay Band 3 \$ 22.32 - \$ 24.66
<b>Job Status:</b>	Temporary Full-time (1 year)	<b>Union/Non-Union:</b>	OPSEU/SEFPO Local 489
<b>Location:</b>	Kingston		

#### Job Summary:

The Peer Navigator is the first point of contact and will assist with directing individuals to the correct service/department as well as providing services including but not limited to central booking, reception and medical billing. The Peer Navigator plays a key role in ensuring access to agency services and seamless transitions between care providers in keeping with the agency's recovery-oriented model of care. The incumbent will use their lived experience as a recipient of services for those with serious mental illness to assist with supporting all individuals who are looking to access AMHS-KFLA services. The Peer Navigator provides administrative support to the organization. In addition, the Peer Navigator provides administrative support across the organization as required. The Peer Navigator functions as a member of the Peer Navigator team and as such may be called upon to provide support at any of the AMHS-KFLA sites. All services are provided in accordance with the Personal Health Information Protection Act and the mission, vision, values and established policies and protocols of the Agency.

#### Minimum Qualifications:

- Two Year Diploma in Office Administration or combination of office administration education and minimum of 3 years relevant healthcare office administrative experience or human services office administration.
- One year paid or volunteer experience working with individuals who live with a serious mental illness, preferably in a community setting.
- Experience as a recipient of Mental Health Services for Serious Mental Illness.
- Applied Suicide Intervention Skills training an asset.
- Crisis Prevention and intervention Training an asset.
- Current first Aid and CPR training an asset.
- French Language proficiency considered an asset.

#### Knowledge, Skills and Abilities:

- Strong interpersonal and written and verbal communication skills.
- Excellent customer service skills with demonstrated ability to deal appropriately with difficult and sensitive situations and confidential information.
- Well-developed computer skills in the use of database, word processing, spreadsheet, and communication applications; MS Office preferred.
- Knowledge and understanding of the Personal Health Information Protection Act (PHIPA).
- Detail orientated with demonstrated editing and proof-reading skills.
- Demonstrated problem-solving abilities.
- Excellent organizational and prioritization skills, along with the ability to deal with numerous competing demands in a fast-paced environment and observe deadlines.
- Ability to compile, prepare and maintain detailed records and reports accurately and efficiently.
- Ability to work autonomously as well as collaboratively in a team environment.
- Required to provide a satisfactory criminal reference check (CRC) with Vulnerable Sector Screening prior to hire.

Please submit a resume and cover letter as one document only quoting **Competition Number 2022-090**

to: [careers@amhs-kfla.ca](mailto:careers@amhs-kfla.ca)

**Please Note:** AMHS-KFLA has a vaccination policy which requires proof of all required doses of a COVID-19 vaccine approved for use in Canada or proof of medical exemption, consistent with the criteria outlined in the policy prior to their employment. A copy of the policy can be made available upon request.

*AMHS-KFLA strives to be a diverse and inclusive workplace. We encourage applications from all candidates who would contribute to the diversity of our community and enhance our ability to provide quality services to our clients.*

*We are committed to accessible employment practices. If you require an accommodation to fully participate in the recruitment and selection process, please inform Human Resources to discuss your individual accessibility needs.*