



Langley Community Services Society

LANGLEY COMMUNITY SERVICES – JOB POSTING SIS 2024-02

Job Title:	Health Care Navigator Mandarin/Cantonese
Department:	Settlement and Employment Services
Start Date:	ASAP
Salary:	Hourly rate (\$28.32 - \$32.51) – depending on qualifications and experience
Hours:	Full-time –35 hours per week

Job Summary:

Provide clear pathways to enhanced supports and services in accessing Health & Wellness care services for newcomers. Develops and implements Mental Health & Wellness activities for Women, Men, Families & children, Youth and Seniors in a manner that respects diverse needs, issues, ages, and abilities in a safe environment. Provides parenting skill building, emotional support, and feedback particularly for families facing vulnerabilities in the health sector.

Key Duties and Responsibilities:

- Adheres to the policies and standards of Langley Community Services Society, as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Through the provision of Mental Health & Wellness education and support, build the capacity of individuals, parents, and support young children and families.
- Gathers information relevant to the client's needs to develop and implement a 360 Plan with the clients through incremental actions, timelines & benchmarks within program guidelines.
- Provides support, guidance and problem-solving to clients to address issues, concerns and needs.
- Outlines services provided by the program and/or organization. Provides information on and referral to other community service providers, resources and professionals as required.
- Create a community of support for families who are experiencing vulnerabilities and barriers to access appropriate programming, by engaging families in familiar environments and taking the time to build trusting relationships.
- Provide information sessions and workshops & field trips to assist clients to have a better understanding of the health care system, ways in which to navigate the system, available services and supports and when to access them, emergency services, etc.

- Address Mental Health & Wellness questions and concerns of clients, families with children and provide parent education to improve parenting knowledge, to build healthy parent- child relationships.
- Share culturally responsive, developmentally appropriate tools and resources; facilitate referrals; and offer practical ideas to help reduce stress for individuals, families, and their children.
- Provide regular outreach visits to support clients access the multiple health care systems for themselves & their families.
- Participate in community meetings and events related to project.
- Write reports, evaluations, and program summaries, inputs into the data bases as required for funder.
- Performs other related duties as required.

Qualifications: Education and experience

- Diploma in a related field, and/or a combination of education and related experience.
- 2 years of experience in an outreach environment dealing with Mental Health & Wellness education and support of vulnerable clients.
- Specialized knowledge and experience engaging with newcomer immigrant/refugee communities.
- Understanding of the impact of Mental Health /trauma on families.
- Able to deliver services and communicate fluently in Cantonese/Mandarin.
- Knowledge of services and challenges faced by the most vulnerable clients.
- Knowledge about the barriers faced by immigrant and refugee populations accessing the health care systems.
- Valid First Aid certificate

Job skills abilities:

- Experience working with families with a strength-based approach.
- Ability to build and maintain successful collaborative relationships,
- Ability to work effectively with vulnerable newcomer families,
- Capacity and confidence in engaging a range of families and young children, representing immense linguistic/cultural/socio-economic diversity.
- Ability to work independently and as part of a team.
- Ability to take initiative and be resourceful,
- Excellent time management and organizational skills,
- Proficient written and verbal English communication skills
- Crisis Line experience is an asset.

Additional Information:

- Criminal record check is required.
- Union (CUPE) Membership required.
- This position is open to all qualified applicants.
- Valid Driver's Licence and use of personal vehicle with appropriate business class insurance is required.

- Mileage is paid where driving for work performed is required. Mileage is not paid for to and from work site for start and end of shift purposes.
- This position may require work outside the normal office hours, working evenings and weekends.

TO APPLY:

Please reply by Jan 12th, 2024 with Cover Letter and Resume, quoting Posting Number **SIS 2024-02**

Langley Community Services Society

Attention: Mary Tanielian, Senior Manager of Settlement, and Employment Services

5339 – 207 St, Langley, BC V3A 2E6

Email: mtanielian@lcss.ca

Please note that only persons selected for an interview will be contacted.