First Link Care Navigator – 178R2-26-2
Community Health and Wellness, Wellbeing
Contract (12 months)

Applications will be received by Six Nations of the Grand River and Grand River Employment & Training (GREAT) up until 4:00 p.m. EST, Thursday**, December 2 2026,** for the **First Link Care Navigator** with **Allied Health, Wellbeing**. The Six Nations of the Grand River Application for Employment Form, Job Posting, and Job Description are available for printing from the www.greatsn.com website. Online applications are accepted through My Job Search.
NO LATE APPLICATIONS ACCEPTED.

Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community.

JOB SUMMARY:

The First Link Care Navigator will coordinate and integrate supports and services for persons living with dementia and their care partners. In this direct client service role, they will be the key "go-to" person for families after a dementia diagnosis, with responsibility for identifying needs, supporting self-management goals, and strengthening the communication and care planning linkages between providers and across sectors along the continuum of care.

Type	Contract (12 Months)
Closing Date	December 2, 2026
Hours of Work	35 hrs./week
Wage	$34.73/hr

*A competitive compensation package will be offered commensurate with qualifications. *

BASIC QUALIFICATIONS:

- Minimum Bachelor degree in social work, gerontology, nursing or other related health care discipline. Registered health professional designation. Master's level education preferred.
- 3 to 5 years client service experience in the health and/or social service sectors

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SUBMISSION PROCEDURE: (Choose one method ONLY):

Method #1: Online

1. Please visit: My Job Search to access our job board and follow the directions to apply.
2. Please ensure all required documents are provided/uploaded with your application package, which includes:
    a. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualify you for this position.
    b. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
    c. Copy of your education diploma/degree/certificate and transcript.
3. If you have any questions or need assistance, please reach out to **Alkiie Froman**, HR Business Partner at 519-445-2223 ext. 5727 or via email at HRBP2@sixnations.ca.

Method #2: GREAT – Applications must include all of the following:

1. Printed, filled in, and authorized Six Nations of the Grand River Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualify you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Photocopy of your education diploma/degree/certificate and transcript.
5. Place all documents listed above in a sealed envelope and mail to or drop off at:

First Link Care Navigator – Contract – 178R2-26-2
c/o Reception Desk
Grand River Employment & Training (GREAT)
P.O. Box 69, 16 Sunrise Court
Ohsweken, Ontario N0A 1M0

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POSITION DESCRIPTION – Department of Well-Being

POSITION TITLE: **First Link Care Navigator**
Based out of Six Nations of the Grand River Territory

REPORTING RELATIONSHIP:

Reports to and works under the direction and supervision of the Manager- Seniors Support Hub, Department of Well-Being, Six Nations Elected Council, which includes matters pertaining to the policies and procedures of Six Nations Elected Council.

PURPOSE & SCOPE OF THE POSITION:

The First Link Care Navigator will coordinate and integrate supports and services for persons living with dementia and their care partners. In this direct client service role, they will be the key "go-to" person for families after a dementia diagnosis, with responsibility for identifying needs, supporting self-management goals, and strengthening the communication and care planning linkages between providers and across sectors along the continuum of care. The First Link Care Navigator will strive to ensure that every person diagnosed with dementia and their care partners have timely access to information, learning opportunities and support when and where they need it in order to achieve the following outcomes:

- increase system capacity to provide families facing a dementia diagnosis with system navigation support
- work to improve client experience for the person living with dementia and their care partner(s)
- greater care partner capacity and competency to effectively manage their role and reduce incidence of crisis situations
- enhanced capacity for the person living with dementia to remain in their own home and community for as long as possible

KEY DUTIES & RESPONSIBILITIES:

1. **Technical Functions:**
    - Support clients in navigating the system to access appropriate learning opportunities, support services, care and resources as identified in their individualized plan of service
    - Pro-actively facilitate linkages, communication, information exchange and coordination between clients and service providers along the continuum of care
    - Facilitate regular and ongoing care conferences between clients and care partners and all members of client and care partner care team. This may include in-person meetings and use of a range of technology options and/or accommodations, including language translation services, video conferencing, etc.
    - In collaboration with internal and external parties, engage in problem solving and develop strategies to address/overcome barriers in effective coordination and integration of supports and services

- Leverage and maintain positive working relationships with physicians, health care professionals, health and community support service providers (e.g. hospitals, primary care, mental health, BSO, long-term care, retirement homes, police/EMS, specialized geriatrics, community Health Links), and other relevant partners through proactive outreach activities
- Support awareness of First Link to health professionals, service providers and other relevant community stakeholders in collaboration with internal and external partners
- Participate in internal and external committees on an ad hoc basis

2. **Communications Functions:**
   - Proactively manage incoming First Link referrals to facilitate early intervention and ensure that clients living with dementia and their care partners have a named point of contact for care navigation support as early as possible before and/or after diagnosis
   - Gather information, conduct or review relevant assessments, and meet with clients to identify current and future needs, goals and level of risk.
   - Establish appropriate intervention plans to meet bio/psycho/social needs using a person or family-centred approach
   - Identify needs related to care coordination across service providers and outline responsibilities of all parties
   - Monitor and provide proactive follow-up for clients and care partners to ensure ongoing collaboration across services/providers and to identify opportunities for new or emerging care options to meet changing needs and to address service/support gaps
   - Provide supports to clients and care partners as they transition through use of different parts of the health, social and residential care systems

3. **Administrative Functions**:
   - Collect, maintain and report required quantitative and qualitative data to support province-wide monitoring, evaluation and reporting
   - In collaboration with the Alzheimer Society of Ontario and LHINs, participate in planning and implementation of evaluation to examine the overall effectiveness of First Link referral, intake, navigation, care coordination, and proactive follow-up functions, to ensure a timely response to emerging needs
   - Maintain confidential, accurate and current client records, including complete and thorough documentation for each client contact, in compliance with relevant privacy legislation and in accordance with professional standards and internal policies
   - Ensure that client consents, privacy, and confidentiality are maintained in compliance with legislation, professional standards/regulations and internal policies
   - Maintain an advanced level of knowledge of Alzheimer's disease and other dementias, including clinical manifestations, behaviours, current care practices, treatment options, placement options, available community resources, and all relevant legislation
   - Assist with the development and maintenance of policies, procedures and resources to support First Link referrals, intake, system navigation, care coordination, and follow-up activities

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- Participate in knowledge transfer and exchange and collaborate with Alzheimer Societies across Ontario to support the delivery of best practices and ongoing quality improvement
- Perform other duties consistent with the job classification, as required

4. **Other Functions**:
   - Performs related duties respective of educational qualifications and skill as may be required by Manager
   - Provides support for the Six Nations Emergency Measures Plan by ensuring awareness of the Emergency Measures Plan and assistance as instructed by the Director of Health Services
   - It is the responsibility of the employee to be aware of and adhere to all policies and procedures, including those that relate to client safety, staff safety and risk management

WORKING CONDITIONS:

- Work requires travel and considerable out-of-office contact
- Work has a high public profile, extensive public contact and is subject to deadlines and interruptions.
- Work requires the ability to prioritize tasks, work independently with minimal supervision, and cope with many demands and time constraints.
- Work may at times be subject to unscheduled hours.

WORKING RELATIONSHIPS:

With Manager

Receives direction, guidance and discusses plans, priorities to ensure tasks are done efficiently and effectively, receives instruction and supervision.

With the Alzheimer Society Team

Provides support and works to facilitate collaboration across programs. Discusses plans and priorities to support Indigenous clients.

With Senior Support Hub Staff

Liaises, cooperates and provides encouragement; maintains control through teamwork and direction.

With Other Staff

Maintains co-operative relationships with all staff.

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With External Agencies

Represents and promotes Six Nations of the Grand River interests relative to the Department of Well-Being, maintains awareness of legislative policy and program changes; seeks to develop sound, professional working relationships.

With the Public

Represents and promotes the interests of Six Nations of the Grand River; works in a courteous, co-operative, positive and proactive manner; provides information as requested.

KNOWLEDGE AND SKILLS:

Minimum Requirements:

- Minimum Bachelor degree in social work, gerontology, nursing or other related health care discipline. Registered health professional designation. Master's level education preferred.
- 3 to 5 years client service experience in the health and/or social service sectors

Other Related Skills:

- Strong working knowledge and understanding of dementia issues in a First Nations Community
- Familiar with the Six Nations Community and services available in the area
- Experience working directly with people living with Alzheimer's disease or other dementias and their care partners
- Experience and knowledge in management of chronic and complex health conditions
- Knowledge of available community services/supports and clinical, social and residential care options
- Understanding of roles and linkages across primary care, community care and specialized geriatric services
- Strong knowledge of client-centred philosophy
- Knowledge of clinical practices and training models related to dementia (i.e.: P.I.E.C.E.S. and U-First!)
- Experience in assessment and care planning/coordination
- Experience working in settings requiring inter-professional collaboration
- Excellent communication (verbal and written)
- Exceptional interpersonal skills, including shared decision-making and facilitation
- Ability to prioritize workload and manage competing tasks
- Ability to take initiative and be resourceful
- Excellent problem-solving and change management skills
- Proficiency in technology (e.g.: Microsoft office and case management and care coordination systems)
- Demonstrated ability to work independently and within a team
- Expertise and experience in cultural sensitivity and diversity
- Valid driver's license with and access to a reliable vehicle
- CPR and First Aid Certificate preferred

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IMPACT OF ERROR:

Errors in judgement and in the conduct of duties could lead to loss of credibility, poor public relation, confusion, duplication of effort and misinformation being given to the Director of Well-Being, Human Services Committee, Six Nations Elected Council, Government Agencies and the public.

CONTROL:

Guiding principles set by Department of Well-Being and Six Nations Elected Council. Works within the administrative policies and procedures established by the Six Nations Elected Council for the Department of Well-Being and other legislation provided by the respective governments.

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