



*Multiplying Opportunities. Together*

**Title of the position: Health Care Facilitator (P23-04)**

**Status: Permanent, full time**

**Schedule: 35 Hours per week, Monday to Friday, Business Hours**

**Annual Salary: \$59 272 to \$76 714**

Valor & Solutions is a bilingual non-profit organization based in Ottawa, which serves the Eastern Ontario region (Prescott-Russell, Stormont, Dundas & Glengarry, Ottawa and Renfrew County). Valor & Solutions offers services to adults with developmental disabilities or dual diagnoses who present with behaviours that challenge or complex medical needs. Valor & Solutions also hosts the Community Specialized Care Networks (RCSS) for the Eastern Ontario region.

In addition, Valor & Solutions offers support, coaching, consultations and recommendations to the person's support system. Using a person-centered approach, we provide the supports with the tools or strategies necessary to best support and increase the person's quality of life.

### **The Role of the Health Care Facilitator**

Reporting to the Clinical Supervisor and using the professional resources of our multidisciplinary team, the Health Care Facilitator is responsible for establishing a professional, supportive and therapeutic relationship with the person receiving services and their support system. The Health Care Facilitator provides support to individuals identified as having complex multi-systemic needs and who require a high level of active engagement.

Recognizing the complexities of navigating the support and service system, the facilitator must possess strong communication and interpersonal skills to offer recommendations to support the individual.

The role of Health Care Facilitator is for you if:

- You have the knack for developing interpersonal relationships and building a solid network.
- You enjoy challenges that require critical thinking and creative problem solving.
- You have clinical and ethical judgment that always places the people we support at the heart of your actions.
- You seize opportunities to advocate for the individuals you meet.
- You are meticulous in maintaining records and respecting deadlines.
- A bonus if you like facilitating and leading groups!

### **Responsibilities**

- Provide clinical assistance and recommendations to transfer payment organizations, families and other agencies.
- Provide support to partner agencies to equip them to better meet the health care needs of people with complex and multiple needs.
- Help individuals, caregivers, and service providers navigate community health care systems and complete referrals and linkages to appropriate medical resources and social services.
- Create connections and collaborate with other health care facilitators, local health departments and community partners.
- Coordinate multidisciplinary and cross-sector case conferences to assist in service planning and coordination of specific health care needs and supports.

- Maintain records based on actions taken as part of the clinical consultation process (database, forms, reports, etc.), in accordance with policies and standards.
- Attend medical appointments and coordinate case conferences with the goal of providing support and advocacy.
- Educate, coach and supervise caregivers and supports.
- Provide responsive and individualized services and support to each person, in accordance with current legislation, quality framework and service delivery model.
- Promote empowerment, choice, control and community inclusion of people with disabilities and their families.
- Frequent travel in the eastern region and at times throughout the province.
- Any other tasks necessary to achieve the organization's objectives.

### Qualifications

- Bachelor or Master's degree in Social Sciences or Healthcare-related field, or a Personal Support Worker Certificate combined with significant experience in the field.
- Three (3) years of experience in Primary Care, psychiatry, intervention with adults with intellectual disabilities and/or mental health disorders and/or behaviours that challenge.
- Bilingual essential (French and English)
- Demonstrated knowledge of working with multiple systems.
- Demonstrated knowledge of regional resources and service systems.
- Proficient in MS Office and databases.
- Requires reliable transportation and a valid Ontario drivers' licence and proof of agency requirements for automobile insurance.
- Obtain and maintain a satisfactory Vulnerable Sector Police Check (within the last 6 months).

Please send your application specifying the competition number (P23-04), by email, at [emplois-jobs@valorsolutions.ca](mailto:emplois-jobs@valorsolutions.ca)

We thank all applicants; however only selected applicants will be contacted.