



Health System Navigation Lead – New Position

Position: Health System Navigation Lead

Location: Work from home with some onsite requirements and travel across the district of Timiskaming and area.

Contract Type: Full Time Temporary until March 2027 with Possibility for Renewal

TOHT is open to secondment arrangements and part-time positions.

Reports To: Executive Director, Timiskaming Ontario Health Team

The Timiskaming Ontario Health Team (TOHT) represents a partnership of organizations and community members spanning the district of Timiskaming and municipality of Temagami. As one of 58 Ontario Health Teams (OHT), TOHT aims to build a more connected, seamless health and social service system centered around individuals, families and caregivers.

We are seeking an experienced, compassionate, and collaborative Health System Navigation Lead to support individuals without a Family Doctor or Nurse Practitioner through processes that support attachment to primary care as well as system navigation while waiting for attachment.

This is an exciting opportunity for an individual who is passionate about health, well-being and health equity to work closely with TOHT partner members, its primary care network and individuals with lived/living experience to make a meaningful, collective impact.

Primary Responsibilities

Primary Care Attachment Support

- Assist individuals in registering for Health Care Connect or utilizing other referral pathways for attachment to primary care.
- Work with TOHT staff and system partners to plan, implement and evaluate events to increase Health Care Connect registration and increase awareness of primary care attachment options/pathways.
- Assist with developing and implementing strategies to increase understanding of primary care.

Navigation - focusing on those without a Family Doctor or Nurse Practitioner

- Provide navigation support and support self-referrals where possible to appropriate health and social services and resources.
- Promote equitable access to care by identifying and addressing barriers to accessing navigation support and health and social services (e.g., transportation, language, access format).
- Work with TOHT staff and system partners to develop and implement strategies to promote health and social services available for those who do not have a health care provider
- Build and maintain strong relationships with community agencies and health and social system partners toward seamless referral pathways, system navigation and transitions.

Primary Care Practice & Program Support as Required

- Work with participating primary care sites to implement consistent and efficient onboarding workflows as needed during periods of high patient enrollment.
 - Contribute to continuous quality improvement by identifying gaps, trends, and opportunities.
 - Provide administrative support to participating primary care teams for efficient onboarding workflows for new patients (e.g. collecting patient demographic information, completing screening tools, gathering health history)

Cross Cutting Responsibilities

- Facilitate the meaningful engagement of individuals with lived and living experience in all work.
- Manage projects from end-to-end with excellent attention to detail.
- Contribute to high performance through regular progress and performance monitoring and reporting.
- Support data collection and documentation.
- Demonstrate empathy, professionalism, clear communication and person-centered approach
- Ensure confidentiality and security of patient information

Qualification and Experience

- Education in health promotion, community health, human services or other health related field.
- Experience in primary care, community health, social service, or related sectors is an asset.
- Strong understanding of system navigation and local health and social services and resources is an asset.
- Excellent communication and project management skills.
- Bilingualism is essential.
- Knowledge of health equity principles and social determinants of health
- Experience integrating a cultural approach to work and working with equity deserving groups is an asset.
- Demonstrated ability to meaningfully engage individuals with lived and living experience.
- Demonstrated ability to apply person-centred and equity focused approach in all aspects of work.
- Proven ability to build trust, foster collaboration, and support navigation of power differentials.
- Proficiency with digital tools and electronic medical records is an asset.
- Demonstrated ability to work independently with a high degree of initiative in a dynamic context.
- Ability to adapt and thrive in an evolving context with a diversity of collaborating partners.
- TOHT area residents or willingness to relocate with legal eligibility to work for the contract term.
- Ability to travel across TOHT geography. Must have access to personal transportation.
- Ability to work flexible hours, after hours and on some weekends.

What we offer

- Temporary contract until March 31, 2027 with potential for extension.
- Hours of work: 37.5 hrs/week
- Salary \$75,633 to 77,902 (38.79-39.95) / hour
- Eligibility to enroll in Healthcare of Ontario Pension Plan (HOOPP).
- Percent in lieu of benefits and statutory holidays
- Vacation pay plus sick/personal days
- Travel compensation and technology equipment to carry out duties

Blanche River Health will issue the employment contract, but the employee's role will be wholly dedicated to the Timiskaming OHT.

Ready to join the team and lead impactful projects? **Submit a cover letter and resume no later than August 24, 2026. Subject Line: Timiskaming Ontario Health Team, Email: careers@blancheriverhealth.ca**

The Timiskaming Ontario Health Team (TOHT) and Blanche River Health will provide accommodations for applicants with disabilities during the recruitment process.

The TOHT is committed to fostering an inclusive, equitable, and accessible environment supporting diversity in our work environment to provide quality care where all feel valued, respected, and supported. The TOHT is dedicated to building a workforce reflective of the communities in which we live, serve, and encourage Indigenous people, visible minorities, and persons with disabilities to apply and self-identity.

We thank all applicants for their response; however, only those selected for an interview will be contacted.