



Job ID #: 25010-RAP
Position: Health Systems Navigator
Program: Resettlement Assistance Program (RAP)
Location: Vancouver and Surrey
Regular full-time position at 35 hours per week starting **April 01, 2025**.
Posting Date: February 24, 2025
Closing Date: March 10, 2025

Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

Summary:

This is a specialized role assisting clients to navigate the health care system, ensuring they are connected to appropriate support systems, and promoting, maintaining and restoring health.

How You'll Make a Difference:

- Refer and connect clients to the full suite of healthcare resources in their resettlement community and reduce unnecessary reliance on emergency services and departments.
- Facilitate continuity of care by providing timely and appropriate referrals or connections for clients to access to necessary medical services, which should lead to improved health outcomes.
- Where appropriate, address healthcare disparities by assisting clients with complex medical needs and ensuring equitable access to healthcare resources, including access to specialized care, external assistance and frequent medical attention requirements.
- Coordinating support from RAP service providers and primary healthcare providers for refugee clients facing significant health challenges.
- Managing complex medical needs for refugees by addressing intricate health and daily living requirements, ensuring adequate support and coordination to facilitate their integration and well-being in the new environment.
- Advocating for clients in overcoming barriers in the health care system, ensuring quality care in supporting vulnerable newcomer populations.
- Develop a strong understanding of clients' backgrounds, experiences and the social factors that influence health, with the goal of practicing cultural humility with empathic care.
- Create and maintain networks and improve collaboration between service provider organizations and the health care sector.
- Performs other related duties as assigned.

What You Bring:

Master's degree in a related field and **professional designation in a healthcare field (e.g., Community Health Nurse or Social Worker)** with a minimum of 3 years' recent related experience OR an equivalent combination of education, training and experience.

What Makes You a Change Maker:

- Fluency in a targeted second language may be required.
- Demonstrated ability to identify and assess the assets and needs of clients and community members, informing tailored interventions and support services.
- Solid understanding of diverse cultural and traditional health practices and beliefs, facilitating culturally sensitive and responsive care delivery.
- Demonstrated cultural competency and commitment to working effectively with diverse populations.
- Demonstrated experience delivering trauma-informed and culturally competent care, including provisions for language access to ensure effective communication with diverse newcomer populations.
- Ability to work independently and collaborate in a team environment
- Critical thinking skills: the ability to process and organize facts, data and other information to define a problem and develop effective solutions.
- Possession of and the ability to maintain a clear provincial Criminal Record Check.

ISSofBC Value Proposition

- Salary Range: **\$34.94 - \$48.96** *Dependent on education, training, experience, and internal equity. *Wage grids are reviewed annually.
- 105 hours of vacation and 35 hours of personal leave.
- Extended health and dental benefits upon joining.
- Employer RRSP contribution at 3% with no required employee contribution; Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Employee and Family Assistance Program (EFAP).
- Values-based organization with collaborative peers with a wide range of backgrounds and talents.
- Inclusive culture and innovative workplace with opportunity for new approaches.

We acknowledge Indigenous Peoples on whose territories we are privileged to work, welcome and support newcomers, including immigrants, refugees and students. We honour the Nations who have always cared for these lands, waters, and air. In line with ISSofBC's commitment to equity, we promote inclusive employment opportunities for women, Indigenous Peoples, people with disabilities, persons of diverse sexual orientations, gender identities or expressions (2SLGBTQI+), and racialized individuals. Guided by our values of Purpose, Improvement, Belonging, and being Genuine, we strive to create a collaborative environment where diverse perspectives and unique strengths are celebrated.

Applications must include "**25010-RAP**" in the subject line and can be sent to: jobs@issbc.org. **All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line. Immigrant Services Society of British Columbia is committed to attracting and sustaining a diverse and inclusive workforce. Applicants must be eligible to work in Canada. Satisfactory completion of a Criminal Records Check is a condition of employment. Only those candidates considered for an interview will be contacted. Closing Date: **March 10, 2025**.

If You are Passionate about Making a Difference, Apply Now!