



Addiction & Mental Health Services | services de lutte contre les dépendances et de santé mentale  
Kingston Frontenac Lennox & Addington

**Position:** Peer Navigator **Competition Reference:** 2019-11-KFLA  
**Required Shifts:** Days, Evenings, Weekends **Reports to:** Clinical Services Supervisor  
**Vacancies:** 1 **Hourly Rate:** Pay Band 3  
\$21.61 - \$23.87  
**Job Status:** Permanent Full Time  
**Location:** Kingston CI **Union/Non-Union:** OPSEU Local 489

### Job Summary:

The Peer Navigator is the first point of contact and will assist with directing individuals to the correct service/department as well as providing services including but not limited to central booking, reception and medical billing. The Peer Navigator plays a key role in ensuring access to agency services and seamless transitions between care providers in keeping with the agency's recovery-oriented model of care. The incumbent will use their lived experience as a recipient of services for those with serious mental illness to assist with supporting all individuals who are looking to access AMHS-KFLA services. The Peer Navigator provides administrative support to the organization. In addition, the Peer Navigator provides administrative support across the organization as required. The Peer Navigator functions as a member of the Peer Navigator team and as such may be called upon to provide support at any of the AMHS-KFLA sites. All services are provided in accordance with the Personal Health Information Protection Act and the mission, vision, values and established policies and protocols of the Agency.

### Minimum Qualifications:

- Two Year Diploma in Office Administration or combination of office administration education and minimum of 3 years relevant healthcare office administrative experience or human services office administration
- One year paid or volunteer experience working with individuals who live with a serious mental illness, preferably in a community setting
- Experience as a recipient of Mental Health Services for Serious Mental Illness
- Applied Suicide Intervention Skills training an asset
- Crisis Prevention and intervention Training an asset
- Current first Aid and CPR training

### Knowledge, Skills and Abilities:

- Strong interpersonal and written and verbal communication skills
- Excellent customer service skills with demonstrated ability to deal appropriately with difficult and sensitive situations and confidential information
- Well-developed computer skills in the use of database, word processing, spreadsheet, and communication applications; MS Office preferred
- Knowledge and understanding of the Personal Health Information Protection Act (PHIPA)
- Detail orientated with demonstrated editing and proof-reading skills
- Demonstrated problem-solving abilities
- Excellent organizational and prioritization skills, along with the ability to deal with numerous competing demands in a fast-paced environment and observe deadlines
- Ability to compile, prepare and maintain detailed records and reports accurately and efficiently
- Ability to work autonomously as well as collaboratively in a team environment
- Required to provide a satisfactory criminal reference check (CRC) with Vulnerable Sector Screening prior to hire

Please submit a resume and cover letter as one document only **quoting Competition Number 2019-11-KFLA**

Email: [amhs.careers@amhs-hpe.ca](mailto:amhs.careers@amhs-hpe.ca)

AMHS-KFLA strives to be a diverse and inclusive workplace. We encourage applications from all candidates who would contribute to the diversity of our community enhance our ability to provide quality services to our clients.

We are committed to accessible employment practices. If you require an accommodation to fully participate in the recruitment and selection process, please inform Human Resources to discuss your individual accessibility needs.