



---

## JOB DESCRIPTION

**DEPARTMENT:** OFFICE OF PATIENT EXPERIENCE

**TITLE:** Syrian Refugee Navigator

**Position:** 1.0 FT

**REPORTS TO:** Manager, Cultural and Spiritual Support

**SUMMARY:** The Refugee Navigator provides direct support to patients/families that are new to the Canadian healthcare environment by facilitating their ability to access CHEO's services and leverage community supports in order to support their healthcare plan. Through the promotion of use of appropriate services throughout the continuum of care and follow-up, the role seeks to promote quality care, appropriate use of healthcare resources and enhance the experience of the patient through a linguistic and culturally competent context.

### MAIN RESPONSIBILITIES (This is not an exhaustive list)

- Initiate communication with patients identified as Syrian refugees in their first language
- Ensure appropriate interpretation services are accessed for effective communication.
- Support patients/families while they learn to self-navigate CHEO services by mentoring and explaining healthcare system procedures.
- Reduce barriers to their experience of care by identifying patient/family needs and referring to social, cultural and administrative resources.
- Document in the health record of the patient to support communication with healthcare providers.
- Liaise with external agencies as required to assure appropriate supports are available and leveraged.
- Build awareness of staff and physicians of the needs of newcomers
- Facilitate the coordination of resources developed for newcomers onto CHEO internal and external sites, and providing to key community stakeholders.
- Identify healthcare trends and common struggles of the newcomers to appropriate internal and external planning bodies.
- Perform work in accordance with the provisions of the Occupational Health and Safety Act and Regulations and all CHEO corporate/departmental policies and procedures related to Occupational Health and Safety.
- Perform other related duties as assigned by supervisor.

### SKILL

#### EDUCATION/EXPERIENCE:

- High School graduate or GED
- Minimum two (2) years of related experience Syrian population and healthcare system

#### ADDITIONAL COMPETENCIES/SKILLS:

- Interest in issues of relevance to Syrian refugee population and global health
- Ability to make independent judgments and to evaluate complex issues.
- Administrative abilities to resolve complex issues.
- Oral and written communication skills to speak with individuals of varying backgrounds to obtain and convey specific information.
- Comfort with presenting / teaching in large settings
- Skill in working independently with a minimal amount of direction.
- Ability to establish and maintain cooperative working relationships with physicians, staff, patients, and

administrative personnel.

- Knowledge of contact persons in order to direct patients to appropriate departments in an effort to resolve issues and provide patient-related materials.
- Ability to speak to individuals using appropriate grammar and vocabulary to obtain information, explain policies and procedures.
- Working knowledge of medical terminology.
- Working knowledge of hospital settings (inpatient, outpatient and emergency), policies, procedures and forms as they relate to performance of job duties.
- Skill in performing duties with frequent interruptions and/or distractions.
- Computer skills should include working knowledge of Microsoft Word, Excel and Outlook as well as experience with CHEOnet and EPIC.
- Skill in analyzing information, problems, situations, practices and procedures.
- Ability to take initiative, handle multiple requests and adapt to a constantly changing environment.
- Communicate effectively and concisely, both orally and in writing.
- Ability to maintain professional boundaries
- Police record check is required.
- Trilingualism English/French/Arabic essential

#### **EFFORT**

- Demand on energy as a result of lack of control over work.
- Fatigue resulting from a very high degree of concentrated visual attention and focused thinking/analysis.

#### **WORKING CONDITIONS**

- Minimum exposure to disagreeable conditions (e.g., lack of privacy, frequent interruptions).

---

Director

---

HR Manager/Director

---

Date