



# *Provincial Job Description*

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***TITLE:***  
**(480) Client Navigator**

***PAY BAND:***  
**15**

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***FOR FACILITY USE:***

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***SUMMARY OF DUTIES:***

Promotes health and healing by functioning as a member of the care team to navigate public inquiries regarding health symptoms, mental health and addictions concerns, health information and provincial resources.

***QUALIFICATIONS:***

- ◆ Practical Nursing diploma
  - ◆ Licensed with Saskatchewan Association of Licensed Practical Nurses

***KNOWLEDGE, SKILLS & ABILITIES:***

- ◆ Intermediate computer skills
- ◆ Intermediate keyboarding skills
- ◆ Interpersonal skills
- ◆ Organizational skills
- ◆ Communication skills
- ◆ Ability to work independently and as a member of a multi-disciplinary team

***EXPERIENCE:***

- ◆ Previous: Twenty four (24) months previous experience as an LPN.

## ***KEY ACTIVITIES:***

### **A. Coordinate and Assessment**

- ◆ Applies critical thinking and clinical judgement in health assessments.
- ◆ Conducts screening and assessment to all healthcare inquiries including screening of emergency, suicide, symptom based, mental health and addictions calls.
- ◆ Applies critical thinking and clinical judgement in assessment of the caller concerns.
- ◆ Provides patient with health related information or navigates the caller to the appropriate member of the HealthLine team.
- ◆ Obtains information from the caller, such as the nature of the concern and caller demographic information.
- ◆ Identifies available health information options, matching client need and services in accordance with established procedures.
- ◆ Provides service and referral information regarding provincial programs, access to facilities, programs and professionals.
- ◆ Documents accurate and up-to-date information in the electronic client record.
- ◆ Refers clients to other agencies and services as required.
- ◆ Registers clients for outbound call programs. Confirms, verifies and enters client demographics and care plans in the provincial decision support system.
- ◆ Facilitates effective communication between the caller and the HealthLine team.

### **B. Information System Maintenance**

- ◆ Conducts various Quality Assurance audits.
- ◆ Communicates directly with a variety of support agencies to update information in the provincial decision support system.
- ◆ Documents the encounter accurately in the provincial decision support system according to established procedures.
- ◆ Enters or searches for demographic data in provincial data repositories.
- ◆ Enters and/or updates data as appropriate, checks information entered for accuracy, locates errors and/or omissions and corrects as required in accordance with standard procedures.

**C. Release of Health Information**

- ◆ Responds to written and verbal requests for release of information in accordance with region policies and national/provincial legislation, (e.g., Health Information Protection Act [HIPA]).
- ◆ Maintains confidentiality and security of health information.
- ◆ Liaises with outside agencies/departments (e.g., RCMP, Police Services, EMS).

**D. Related Key Work Activities**

- ◆ Performs basic clerical duties (e.g., mail, filing, photocopy, reception), where related to the job.
- ◆ Compiles statistical reports.
- ◆ May show others how to perform tasks or duties by familiarizing new employees with the work area and process.

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

**Validating Signatures:**

**CUPE:**

**SEIU:**

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**SGEU:**

**SAHO:**

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**Revision Date: April 9, 2014**