



Provincial Job Description

TITLE:
(480) Client Navigator

PAY BAND:

FOR FACILITY USE:

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:

SGEU:

SAHO:

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