



**MATAWA HEALTH
CO-OPERATIVE**

Systems Navigator Job Description

PURPOSE OF THE POSITION

Incorporated in 2017, the Matawa Health Co-operative (MHC) is a Matawa First Nations owned and controlled health co-operative providing healthcare services that enhance existing health services to achieve long-term health and wellbeing for all members within the nine Matawa First Nations. This provincially incorporated Co-operative consists of the nine Matawa member communities including Aroland, Constance Lake, Eabametoong, Ginoogaming, Long Lake #58, Marten Falls, Neskantaga, Nibinamik and Webequie First Nation. The MHC is overseen by a Board of Directors and is a member of the Health Care Co-operatives Federation of Canada. The MHC is community-driven with services tailored to individual community needs. It is the first of its kind in Canada.

The MHC incorporates traditional healing and medicines to address the health needs of the Matawa First Nations in a wholistic way by prioritizing mental health and addictions, diabetes, and chronic diseases. It oversees an Inter-Professional Primary Care Health Team providing direct services in the Matawa First Nations or through telemedicine.

The Systems Navigator supports Matawa members and families across the lifespan by assisting them to understand, access, and navigate complex systems of care and support. Reporting to the Administration & Programming Manager – Transition Outreach or designate, the Systems Navigator works collaboratively with MHC leadership, inter-professional teams, Matawa communities, and external partners to reduce barriers, improve access to services, and support overall wellbeing and quality of life.

RESPONSIBILITIES

The Systems Navigator plays a key role in supporting Matawa members by providing system navigation, advocacy, education, and practical assistance to access programs, services, and resources. This position strengthens coordination across multiple systems, promotes continuity of care, and supports individuals and families in achieving their self-identified goals.

System Navigation & Client Support

- Act as a primary point of contact for Matawa members, families, and caregivers seeking assistance with system navigation.
- Assist individuals and families to navigate a range of systems, including but not limited to health care, mental health and counselling services, addictions and substance use supports, income supports, housing and shelter services, food security, identification, education and training, and justice-related services.
- Provide advocacy and support to reduce systemic barriers and improve timely access to services.
- Assist with completing, submitting, and following up on applications and required documentation (e.g., identification, Non-Insured Health Benefits (NIHB), Ontario

Disability Support Program, income supports and subsidies, housing, education funding, treatment and referral programs).

- Provide clear information and education regarding eligibility criteria, application processes, and service pathways.

Collaboration & Community Engagement

- Work collaboratively as part of an inter-professional and multidisciplinary team across MHC programs and services.
- Develop and maintain positive working relationships with Matawa communities, leadership, and frontline staff, including Chief and Council, Health Directors, community-based workers, nursing stations, crisis teams, Elders, and Traditional Knowledge Keepers.
- Establish and maintain partnerships with external service providers, Indigenous organizations, and provincial and federal government contacts.
- Support coordinated and integrated service delivery to promote continuity of care.

Documentation, Reporting & Accountability

- Maintain accurate, timely, and confidential client records in accordance with organizational policies, privacy legislation, and funder requirements.
- Always maintain confidentiality and comply with duty to report requirements as applicable.
- Participate in supervision meetings, case reviews, team meetings, and professional development activities.
- Contribute to continuous improvement of system navigation practices and service delivery.

Other Duties

- Perform additional tasks as assigned to support the effective delivery of MHC programs and services.

Organizational Responsibilities

As a representative of the Matawa Health Co-operative, the employee is responsible for:

- Reflecting and interpreting the organization vision, mission and core values in their own work with enthusiasm and commitment.
- Acting in accordance with relevant legislation and organization policies and procedures.
- Proposing changes within MHC that would improve the quality of service to our First Nations' children, families and communities.

- Developing and maintaining respectful, cooperative working relationships to contribute to the delivery of services to First Nations' children, families and communities.
- Understanding their role and responsibility in maintaining a safe workplace and reducing workplace injuries.
- Ensuring accuracy, confidentiality and safekeeping of agency records.

KNOWLEDGE, SKILLS AND REQUIREMENTS

Education & Experience

- Post-secondary degree or diploma in Social Work, Human Services, Social Services, Psychology, or a related field.
- Minimum of two (2) years of experience working in social services, health, or a related sector.
- Experience supporting individuals and families with complex social, health, or systemic needs.
- Knowledge of mental health, addictions, and social support systems, particularly Indigenous-specific services, is an asset.
- Experience working with First Nations communities or Indigenous organizations is a strong asset.

Skills & Abilities

- Strong verbal and written communication skills.
- Demonstrated interpersonal, advocacy, and problem-solving skills.
- Strong organizational and time-management skills with the ability to manage multiple files simultaneously.
- Ability to maintain a high level of confidentiality and professional judgment.
- Ability to work independently with minimal supervision and collaboratively as part of a team.
- Strong attention to detail and accuracy.

Other Requirements

- Valid Ontario Class G Driver's License and access to a reliable vehicle is an asset.
- Clear Criminal Record Check (Vulnerable Sector).
- Willingness to travel to Matawa First Nations communities when necessary.
- Ability to work flexible hours as needed.

WORKING CONDITIONS

Physical Demands

The employee may have to travel to our First Nations communities. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The employee may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The Matawa Building may be a busy facility. The employee may have to manage several projects at one time and may be interrupted frequently. The employee may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands can include reading and use of the computer, which may cause eyestrain and occasional headaches. The position requires strong visual and auditory abilities to read and interpret travel documents, booking systems, and itineraries, as well as to communicate effectively with employees, vendors, and various other key individuals. Attention to detail, prolonged screen use, and the ability to process verbal and written information accurately are essential.

Mental Demands

The employee will have to manage several requests and projects at one time. They must be aware of Tribal Council business in the communities and any and all relevant legislation, policies and procedures. They may have to complete several tasks and responsibilities at one time and must be prepared to deal with emergencies and stressful situations at any time.

CERTIFICATION

<hr/> Employee Signature	<hr/> Supervisor's Title
<hr/> Printed Name Date	<hr/> Supervisor's Signature Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
<hr/> Executive Director's Signature Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.