Bridges Community Health Centre

# Systems Navigator – Primary Care

Bridges Community Health Centre (CHC) is a non-profit, community-governed organization funded by the Province of Ontario. Our holistic, interdisciplinary model of health and wellbeing focuses on primary health care, health promotion, illness prevention, and community capacity building, while considering underlying social determinants of health and barriers to accessing care. Our greatest strength is our team, who is committed to the work they do, serving and strengthening the communities of Fort Erie, Port Colborne and Wainfleet. **We are currently recruiting permanent, full-time Systems Navigators to join our team**.

**JOB SUMMARY**:
The Systems Navigator works in collaboration with a multi-disciplinary team in health promotion and health prevention. These positions will generally be based out of the Fort Erie site and include offsite work days embedded into partner primary care settings in Fort Erie, Port Colborne, and Wainfleet.

**QUALIFICATIONS REQUIRED:**

- Post-secondary degree in Social Work or other health or social service discipline.
- Minimum two years' experience working in a primary care clinic, hospital, or community health setting.
- Experience supporting equity-deserving communities and individuals who face barriers to receiving the health and social services they need.
- Strong understanding of Ontario's health care system, health care programs (e.g., provincial and federal publicly funded programs), local health system, and local community resources.
- Strong communication, active listening, and conflict resolution skills for handling complex patient needs.
- Confirmed ability to work effectively in an interdisciplinary environment using a client-centered approach with a strong understanding of the impact of the social determinants of health.
- Adaptable, accountable, trustworthy and committed to the values of the organization.
- Professional demeanor, able to represent the organization well, while working in the community at various partner locations.
- Excellent time management skills and ability to set priorities through problem solving.
- Strong understanding of medical terminology, and case management.
- Proficiency with electronic documentation, EMR software, preferably PS Suite and Microsoft Office.
- Commitment to continuous learning, accuracy, and professional development.
- Thorough knowledge and understanding of community resources in Fort Erie, Port Colborne, and Wainfleet and broader Niagara region.
- Knowledge of Bridges Community Health Centre, the communities of Fort Erie, Port Colborne, and Wainfleet, and/or a second language that is reflective of the communities being served are all preferable assets.

**ADDITIONAL REQUIREMENTS:**

- Ability to work autonomously in a fast-paced environment. Ability to work flexible hours, including occasional evenings and weekends.
- Valid Driver's License and access to own vehicle required.

**KEY RESPONSIBILITIES:**

- Client Intake: Conduct initial screenings to identify a patient's medical, financial, and social barriers to health.
- Care Coordination: Guide patients through referrals to specialists, allied health providers, and medical imaging.
- Chronic Disease Support: Help patients with long-term conditions (like diabetes or hypertension) schedule follow-ups and access self-management programs.
- Resource Linking: Connect patients to community resources, including home care, transportation assistance, food security programs, and medication subsidies.
- Transition Management: Track and facilitate hospital discharge transitions, ensuring patients have follow-up appointments, reconciled medications, and home care supports in place to prevent re-admission.
- Documentation: Maintain accurate, confidential notes. Document all interactions, care plans, and referral statuses in a timely manner within the organization's Electronic Medical Record (EMR) system.
- Adherence to Bridges CHC's policies and procedures.
- Upholds our Model of Health and Wellbeing, Mission, and Vision
- Additional responsibilities as required.

**WE OFFER:**

- Psychologically Safe and Inclusive Workplace.
- A great team of professionals and a high employee retention rate.
- A comprehensive benefits package which includes employer-paid health and dental benefits, the Healthcare of Ontario Pension Plan (HOOPP), paid vacation/sick/personal emergency time, and paid professional development opportunities.
- Salary Range: $64,468-77,673

**HOW TO APPLY:**

Please submit your **cover letter and resume** to hr@bridgeschc.ca by **Friday, November 20th, 2026 at 4:00pm**. Our CHC is committed to hiring staff that reflect the diversity of the clients and community that we serve, with the required skills to be successful in this role. We thank all applicants for their interest but only those selected for an interview will be contacted. Upon request, accommodation due to a disability is available throughout the selection process.