



Job Description – Parents' Lifelines Family Navigator

Overview

The Parents' Lifelines of Eastern Ontario provides parents and caregivers of children and youth with mental health issues with information and support as well as assistance in navigating the mental health system. Through a telephone helpline, parent support groups and various community events, the Family Navigator assists parents in connecting to valuable services and supports available to them and their children.

Job Description:

This is a permanent part-time position that can range in hours from 10 to 20 hours per week. (Flexibility to work evenings required)

The Family Navigator will be responsible for:

- Answering telephone calls from parents /caregivers of children and youth concerned with their child's mental health issues and seeking direction;
- Providing parents/caregivers with information to help them navigate the mental health system using existing databases and available community information;
- Providing immediate peer support to the callers on the phone;
- Actively and independently keep up-to-date on mental health services available in the community;
- Attend community events representing PLEO and in some cases managing the PLEO information table;
- May include facilitating a face to face support group

Qualifications

- Parent/caregiver with lived experience supporting their child/youth with mental illness and/or addictions;
- Active and empathetic listener;

- Self motivated - independent worker with an ability to work within a team;
- Excellent communications skills;
- Proficient problem solver;
- Computer proficiency;
- Experience providing peer support is an asset;
- Effective organizational skills;
- Flexible availability (some evenings **required**);
- Bilingualism required for some of the positions

Requirements:

- Current police report;
- 2 personal references provided at the time of the interview
- Consent to signature of a confidentiality agreement

Compensation:

\$20 per hour

Start Date:

May 1, 2013

For further information, please contact:

Natalie Markoff, Program Coordinator

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Forward applications with Resume before April 19 to:

Natalie Markoff, Program Coordinator

by email: pleonatalie@gmail.com