



**CURRENT OPPORTUNITY:**

**Healthcare Navigator & Patient Advocate: Independent Contractor**

- Is your purpose and passion to help patients and families to get the best healthcare possible?
- Are you motivated to use your healthcare experience and entrepreneurial spirit to create and build your own navigation practice?

**Patient Pathways Independent Healthcare Navigators and Patient Advocates** are specialists in supporting patients and families who have serious and complex illnesses, injuries, and end-of-life concerns in navigating a complex and fragmented healthcare system. We empower patients and their loved ones through education, coaching, and facilitation.

**Successful navigators:**

- are prepared to run their own businesses as independent contractors with strong training, administrative, and marketing support from Patient Pathways
- have flexible schedules and are available a minimum of 10 to 20 hours per week
- know their communities and build strong connections through educational outreach, business networking, and practice promotion
- have a strong healthcare background either in hospital or pre-hospital care with a minimum of 5 years experience in any of the following areas: RN in acute, residential care, community or home health; healthcare social worker in hospital or in the community in acute care, mental health, or addictions; case management; paramedicine. (It is not necessary to be currently registered).
- have a thorough understanding of how healthcare is organized and delivered in British Columbia
- are highly motivated and use strong organizational, problem solving, time management, assertiveness, communications, conflict resolution, and educational skills to achieve goals and objectives and exceed client expectations
- work well independently and as members of interdisciplinary teams to solve problems and build relationships
- listen empathetically and communicate clearly in English, both orally and in writing. Skill in additional languages a strong asset.
- are committed to lifelong learning, personal growth, and accountability

**Navigation practice includes:**

- building a client base through referrals, educational outreach, networking, and promotion
- helping patients and caregivers/family members understand health diagnoses, needs, treatments, and social/emotional impacts;
- assessing and addressing barriers to care to facilitate timely access to care and creating potential solutions to financial, practical and social challenges;
- educating patients on their rights and assisting them in participating in care decisions, advance care planning, and aligning treatment with goals of care;
- empowering and engaging patients to communicate their preferences and priorities for treatment to their healthcare team and facilitating shared decision making;
- helping patients optimize time with their doctors and treatment team by prioritizing concerns, clarifying information;
- identifying appropriate and credible resources and referrals in response to patient needs (practical, social, physical, emotional, spiritual), taking into consideration health literacy, culture, gender identity, ethnicity, religion, language, and amount of information desired.
- recognizing and reporting issues that arise during treatment that may impact patient safety and outcomes;
- promoting continuity of care, facilitating discharge planning, and making connections to community resources.

**Compensation:** is based on billable hours; rate to be discussed with short-listed candidates.

**Start Date:** ASAP and ongoing as we grow.

**Location:** Patient Pathways is currently recruiting candidates for all of BC; however, immediate priority is for navigators based in Vancouver, North and West Vancouver, Burnaby, and Richmond.

If you believe you are well suited to this role, please send your letter of interest, resume, and a statement expressing your how your care philosophy and personal qualities will drive success in your practice to [info@patientpathways.ca](mailto:info@patientpathways.ca)

Thank you for your interest in Patient Pathways, only those considered for an interview will be contacted.

**For more about us, please go to our website: [PatientPathways.ca](http://PatientPathways.ca).**