

## JOB DESCRIPTION

### Health Support Coordinator

#### Reclamation and Healing

#### SUMMARY:

The role of the Health Support Officer is to coordinate the health support and assistance for the Reclamation and Healing department in daily operations. This position will work closely with the Health and Cultural Support Officers and will require expertise in case note writing, meeting coordination, minute taking, record-keeping and advocacy skills, and knowledge of health and cultural supports and resources and referral information.

#### DUTIES:

- Act as the first point of contact for health support enquiries.
- Plan, coordinate, and complete tasks pertinent to the department.
- Support the Survivors and Families Empowerment Council (SAFE Council), Indian Residential School (IRS) and Indian Day School (IDS) Survivors and their families and NAN First Nations as required. Support the department's implementation of the Truth and Reconciliation Commission's Calls to Action.
- Support strategy development and planning activities and implementation of the department's work plans, including communication processes.
- Assist in implementing projects or initiatives identified by the department.
- Assist in directing client referrals and advocacy, including identifying appropriate health and cultural supports and resources, and ensure a healthy environment for clients.
- Complete and maintain case records and department and required documentation promptly.
- Participate in ongoing teamwork and planning quality improvement activities.
- Participate in evaluating the effectiveness of programs or services and make recommendations as necessary.
- Complete and maintain department data and records.
- Coordinate staff meetings, workshops, information sessions, special events, conferences, or community visits, including travel details and provide support as required.
- Prepare purchase orders, cheque requisitions, and expense claims accurately and in accordance with NAN policies and procedures for the Director's approval.
- Prepare and create presentations, resources, and materials collaboratively with other department staff.
- Attend or participate in meetings as required, including team meetings.
- Establish and maintain effective working relationships with organizations, agencies and NAN departments, including the NAN First Nations.

- Assist with research undertaken by the department and prepare summary reports.
- Maintain an effective and organized filing system to store organization information.
- Ensure department work is conducted in an appropriate and culturally relevant manner, sensitive to the customs, traditions and practices of the NAN First Nations.
- Abide by all NAN-approved policies and procedures.
- Travel to NAN First Nations and urban centres as required.
- Perform other duties and responsibilities as required.

**OTHER JOB REQUIREMENTS:** Driver's Licence, Criminal Record Check

## **COMPETENCIES AND QUALIFICATION:**

**Candidate must possess the following skills and attributes:**

**Education:** Post-secondary education in Social Services or a related field is desired.

**Experience:** Three (3) years related experience in a coordination or support position.

**Knowledge:** This position requires knowledge of First Nation issues and challenges and a knowledge of community resources available throughout the NAN Territory. Strong interpersonal skills and proficiency with Microsoft Office applications are essential. The ability to speak a NAN First Nation language is an asset.

**Effort:** This position requires excellent communication and interpersonal skills, analytical problem-solving, time management, and organization skills. Strong attention to detail and the ability to utilize sound ethics and judgment are essential. This position requires a high degree of organization, priority setting and communication in a confidential environment. This position may require lifting objects in and around the office and loading materials off-site.

**Working Conditions:** This position requires working in a fast-paced environment and managing competing demands in a team setting. This position may require being on call and travelling extensively on short notice.

**Responsibilities:** This position requires the ability to work in various settings and with individuals and team members to complete tasks.

## **ACCOUNTABILITY:**

The Health Support Coordinator is under the day-to-day supervision of the Director of Reclamation and Healing, with overall accountability to the Chief Administrative Officer.

**LOCATION OF WORK:** Thunder Bay

**PORTFOLIO:** Reclamation and Healing

**CREATED /LAST UPDATED:** January 2024