



The Shkagamik-Kwe Health Centre is currently accepting applications from interested, qualified individuals for the position of:

ONE FULL-TIME POSITION – Client Care Coordinator

SHKAGAMIK-KWE HEALTH CENTRE

The Shkagamik-Kwe Health Centre (SKHC) provides a wide range of programming services including traditional healing, health promotion, chronic disease management, family-focused maternal/child health care, addictions counselling, mental wellness care, diabetes care, youth empowerment and many other programs. These are provided in a culturally safe manner to the urban aboriginal population living in the City of Greater Sudbury and partner First Nations.

All services are based on implementing best practices for community health care while prioritizing the incorporation of traditional teachings, cultural value systems and traditional healing methods of Aboriginal values emphasizing the connectedness of emotional, spiritual, physical, and mental well-being. This unique approach is what makes SKHC so important to the area's Aboriginal population. We provide these services and activities in a culturally safe environment that honours the teachings of our ancestral relations.

POSITION SUMMARY

The Client Care Coordinator position is suited for a compassionate, creative, problem-solver who works comfortably with both culture-based and western services. As part of Primary Care Team, the Client Care Coordinator will be a front-line position with the primary responsibility to provide client centered services and supporting the SKHC team in a variety of roles. The successful candidate will be involved in a wide range of services with a focus on supporting families to improve wellness, achieve stability and increase resilience.

The Client Care Coordinator shall act as the focal point of communication for the SKHC team, with confidentiality being of the utmost importance. The Client Care Coordinator will be responsible for providing a consistently high standard of administrative support to the clients care team and interact with other departments, patients, Nurse Practitioners, General Practitioners and specialists. Other responsibilities will include aiding in the organization of the overall workload and ensure the effective use of time and human resources to assist in the smooth running of the department. In undertaking the role of Client Care coordinator, the post holder will be required to initiate their own tasks and prioritize work.

- Conducting patient interviews, intakes and taking medical histories
- Ensure that the client is connected to the appropriate services and that all required forms and documentation is completed
- Complete an initial medical background appointment
- Facilitate capturing required consent forms for client's pharmacy and previous Primary Care Provider
- Manage referrals both internal and external and facilitate appointments as required
- Contact clients with lab results and care updates
- Act as a point of contact for specialists' referrals
- Manage prescription refill requests and coordinate with Primary Care team as needed
- Lead and manage the Ontario Telemedicine Network for SKHC

EXPERIENCE

A minimum of two to five years' experience working in a primary care setting. Experience working with First Nations, Inuit and Metis (FNIM) people in community-based settings and fluency in a traditional language is an asset.

QUALIFICATIONS

- A licence in good standing with the College of Nurses Ontario as a Registered Nurse or a Registered Practical Nurse would be considered an asset.
- Experience with PS Suites or similar EMR software preferred.
- Ability to communicate and work effectively on a multidisciplinary team.
- Excellent computer skills: Word, Excel, PowerPoint, Outlook, Calendar, etc.
- Ability to learn quickly and demonstrate knowledge of multiple software programs as needed.
- Professional, responsive, and positive work attitude is essential.
- High level of sound and independent judgment, reasoning, and discretion.
- Knowledge of FNIM Culture, Values, and History.
- Experience working within culturally appropriate service models for Aboriginal people.
- Awareness of Health and Wellness issues pertaining to FNIM People.
- Advocates for clients as warranted, and facilitates connections between clients and community supports, in order to assist clients in accessing required resources.
- Works as a member of an inter-professional/multi-disciplinary team in collaboration with community partners for the purpose of consolidating and coordinating client treatment.
- Demonstrate ability to assist clients, family members or other clients with concern and empathy, respecting their confidentiality and privacy and communicating in a courteous and respectful manner.
- Ability to effectively communicate and collaborate with clients, professionals, community partners, and stakeholders both verbally and in writing; Some report writing will be required.
- Excellent conflict management and negotiation skills.
- Excellent time management and organization skills to respond to fluctuating workload demands and respond immediately to crisis situations.
- Ability to maintain a very high standard of confidentiality and ethics.
- Ability and willingness to work independently as well as co-operatively as an integral member of a team.
- Work outside of normal business hours as required.
- Valid Ontario driver's license and use of own vehicle for SKHC business.

CONTRACT

This is a full-time (35 hours/week) permanent position. The Shkagamik-Kwe Health Centre is committed to offering competitive salary packages, an incredible work environment and opportunities for career advancement.

HOW TO APPLY

Shkagamik-Kwe Health Centre is an equal opportunity employer, however hiring preference will be given to qualified Aboriginal applicants. For further information, please visit our website at www.skhc.ca. Qualified candidates can apply via e-mail, mail, facsimile or in-person, before 12:00 pm on August 27, 2021:

Shkagamik-Kwe Health Centre
161 Applegrove Street
Sudbury, Ontario P3C 1N2

EMAIL: resume@skhc.ca
CONFIDENTIAL FAX: 705-675-6277

We thank all those who apply. Only those selected for further consideration will be contacted.
As we promote employment equity, we encourage candidates to voluntarily self-identify if they are Aboriginal, and/or a member of a visible minority group.