



**Indigenous Health Centre Tiohtià:ke (IHCT) / MONTREAL URBAN ABORIGINAL HEALTH CENTER (MUAHC)**

<b>Indigenous Health Centre Tiohtià:ke (IHCT) /otherwise known as:</b>  <b>Montreal Urban Aboriginal Health Center (MUAHC)</b>	<b>Description of Duties - To be responsible for:</b>	
	<b>POSITION TITLE:</b>	<b>HEALTH NAVIGATOR/INTAKE COORDINATOR (HN/IC)</b>
	<b>ROLE FUNCTION AREAS:</b>	<b>Leads Health Navigation and Intake Services, assists with office systems</b>
	<b>ACCOUNTABLE TO:</b>	<b>Executive Director</b>
<b>DATE ISSUED:</b>	January 11, 2023	
<b>ISSUED BY:</b>	<b>EXECUTIVE DIRECTOR</b>	

**ABOUT THE MONTREAL URBAN ABORIGINAL HEALTH CENTER (MUAHC):**

The Montreal Urban Aboriginal Health Center (MUAHC) now known as **Indigenous Health Centre Tiohtià:ke (IHCT)** has a short history of bringing together culturally safe responses to the health and social justice needs of the urban Indigenous population in Greater Montreal. The Montreal Urban Aboriginal Health Center (MUAHC) or **Indigenous Health Centre Tiohtià:ke (IHCT)** was provincially incorporated in 2016. All employees are responsible for supporting, upholding, and representing the vision, mission, and mandate of the MUAHC in the course of their duties and in all their community engagement and stakeholder relations. MUAHC is an equal opportunity employer that seeks to meaningfully support a diverse workforce, which in this case involves a hiring preference for those who self-identify as Indigenous (Inuit, Metis & First Nations), as well as across the spectrum of gender identity and sexual orientation. The Montreal Urban Aboriginal Health Centre also identifies as the Indigenous Health Centre of Tiohtià:ke (IHCT), however, the legal operating name is under MUAHC.

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<b>ROLE FUNCTION AREAS:</b>	<b>Health Navigation and Intake Services and assists with office systems</b>
<b>ACCOUNTABLE TO and Remuneration:</b>	<b>Executive Director</b>
	<b>\$43,000.00 - \$49,000.00 depending on experience</b>

## **PRIMARY DUTIES:**

- As the agency is in a new startup phase of operations, the Health Navigator/Intake Coordinator (HN/IC) will be required to support significant details which might normally fall outside of your job duties. These include supporting the Executive Director in day-to-day duties to fully establish all aspects of the operations in order to prepare to receive clients. Your role is in relation to the Urgent Care Clinic project; however, you will also be a support to and collaborate with the other Health Navigators and as they come on board, be supportive. One key role you will also provide is to assist in identifying a location to establish the health center.

### **Work with the Indigenous person/patient (and their family or designated person) to:**

- Schedule and prepare for visits to medical appointments.
- Accompany the person at all stages and assure:
  - A clear understanding among all relevant stakeholders (patient, medical staff, family, community) including translation services as required.
  - Timely services are offered to accompany the person to navigate within the institution.
  - A clear understanding of required follow-up actions.
- Support for any special requirements, including using the complaint procedure.
- Follow-up: communicate with the patient (and family or designated person), as required, to assure good follow-up, and help coordinate any required actions (pharmacy, other appointments, etc.)

### **Work with the Indigenous organization to:**

- Identify and contribute to any required improvements in services.
- Support the organization in any partnerships to Indigenize selected service corridors.
- Attend community-development meetings with external organizations to share information and knowledge, flag situations, and participate in those spaces.

### **Work with the Liaison Agents and other hospital personnel to:**

- Identify areas for improvements in ensuring cultural safety in all dealings with the patients.
- Foster mutual trust and ensure timely follow-up in dealing with any complaints.
- Support the Partnership Team in establishing and maintaining relationships with the social and health sectors
- Helping in other related ways to support the partners in addressing the priorities of the organization and the Partnership Table.
- This could include participating as a resource person on some hospital committees or projects.

### **Lead Mentoring and Onboarding to other Staff:**

- The Health Navigator/Intake Coordinator (HN/IC) will support the overall operations, functions and activities by ensuring the systems are in place to receive clients, manage their health records with a high degree of privacy and confidentiality, and mentor new staff to effectively settle into their roles. The HN/IC will demonstrate leadership by helping to onboard other staff, specifically in the office systems they will be a key part of developing, such as forms, filing, confidentiality, and referrals, etc.

- The HN/IC will serve as one of the faces of the organization and must always ensure they are presenting a responsible, professional image of the health center.
- The HN/IC will possess great communication skills (oral & written in both English and French; as well, an Indigenous language is also recognized as a key strength,
- The HN/IC will take a holistic approach in responding to the needs of the urban Indigenous community in greater Montreal (Tiohtià:ke).
- Reporting directly to the ED and with their mentorship, the HN/IC will develop and implement strategies that promote their role in supporting the urban Indigenous in Montreal.
- Support cultural safety capacity building of any non-Indigenous client to ensure Indigenous people are properly supported as they engage the services of the health center.
- At times, may serve as the spokesperson for the organization at the direction of the ED.
- Ensure community and membership engagement is properly planned and executed to serve the urban Indigenous community through such means as gatherings; consultations, and other forums hosted by the government or other stakeholders to which IHCT is invited; etc.
- Perform all necessary reporting requirements to the ED as directed by the Executive Director.

#### **ADDITIONAL REQUIREMENTS:**

- Develop reports by maintaining accurate statistics and record keeping, including any financial aspects by keeping receipts, documenting such into report templates, etc.
- Recommend timely remedial actions for any identified issues and conduct effective risk management, when necessary, both as self-directed responsibilities, as well as those identified by senior management to ensure all client matters are properly managed.
- Maintain a strong identity as an Indigenous person and remain active in the local urban Indigenous community.
- Montreal Urban Aboriginal Health Center (MUAHC) holds all intellectual property rights and copyright of all works produced through the course of duties by the Health Navigator/Intake Coordinator (HN/IC) and all other employees and contractor.
- Confidentiality is a term of employment and can be cause for dismissal for breaches.
- All other duties, as required, to effectively lead the Society in all its interests.

#### **CONDITIONS OF EMPLOYMENT**

- a. Satisfactory Criminal Records Check.
- b. Ability to work flexible hours including some evenings and weekends on occasion.
- c. A Driver's License and access to a personal vehicle, may be a condition of employment or ability to support clients through taking the metro, bus, or taxi.

#### **WORKING CONDITIONS**

- Works in a supportive office environment, with some duties done remotely.
- Work outside usual hours: including some evenings, weekends, and holidays is required.
- Standard hours will be 8:30am to 5pm Monday to Friday, unless otherwise agreed by the Executive Director.
- Expanded operating hours are eventually expected to include some evenings and weekend hours as funding and new service needs are identified.
- Ready, willing and able to travel as required.