



POSITION DESCRIPTION

POSITION TITLE:	INDIGENOUS HEALTH ENGAGEMENT AND COMMUNICATION COORDINATOR
DEPARTMENT:	INDIGENOUS HEALTH
CLASSIFICATION:	INTERPRETER
UNION:	MGEU – FACILITY SUPPORT
STANDARD GROUP #:	52A

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	MANAGER, INDIGENOUS HEALTH PROGRAM
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

To provide a comprehensive service to Indigenous patients/ residents of the Interlake-Eastern RHA, assisting them while in hospital receiving subsequent care, with major emphasis given to language and cultural differences; interpreting and facilitating health education for clients and cultural awareness for all staff; acting as a liaison and advocate between Indigenous people and staff. Travel to various sites within the Interlake-Eastern RHA is required.

The position of Indigenous Health Engagement and Communication Coordinator functions in a manner consistent with, and supports the mission, vision and values of the Interlake – Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Interpreting

- Translate vital information for the patient/ resident and/ or family, as well as for health care staff.
- Understand and interpret medical problems and terminology between the client and health care personnel in order to provide him/ her with a better understanding of the patient's condition and to relate this to the patient in terms relevant to their lifestyle.

Patient Advocacy

- Act on behalf of the client as a result of a request for problem solving in facility related matters between client and/ or family, and staff.
- Refer any such problems needing intervention to the Clinical Team Manager and further review appropriate action.
- Receive and processes referrals and takes responsibility for the further investigation of the healthcare related issue of concern or complaint.
- Hear patient and/or families of patients concerns and explore alternative and/or collaborative measures to resolve complaints.

Coordinator/Discharge Planning

- Relate to other agencies in the health and social services system, as directed by the Clinical Team Manager, with respect to discharge planning, transportation, medical services, etc.
- Participates on committees as required.
- Fosters a positive culturally sensitive experience for the Indigenous/inpatient/resident/renal patient through collaborative consultation with family members, the health care team, Indigenous communities, and other service providers.
- Assists Indigenous Clients/patients with travel arrangements and other personal arrangements as required.

Patient Assessment

- Interrelate as necessary with patients as a result of referrals from the nursing staff or physicians, individual worker's identification of a need or problem, and/ or through a family or community referral.
- Utilize suitable interview techniques to assess the patient's situation.
- Relay pertinent information to the nurse in charge.
- Ensures effective pertinent communication within the organization by charting in the patients chart, submitting documentation in an accurate and timely manner, maintain relevant records, statistics.

Therapeutic Intervention

- Offer comfort and support to Indigenous patients, and help him/ her to better understand cultural differences and ease necessary adjustments when institutionalized.
- Help create a pleasant and less stressful environment for patients.
- Accompany patients to various hospital service departments in order to interpret procedures and give support.
- Participate in exchange of patient information on a daily basis with nursing staff.
- Participate in discharge planning meetings.
- Document each visit and specify services performed on the specified chart form, to be included as part of the patient's overall record.

Health Education

- Attend appropriate health education/in-service sessions in order to improve his/ her individual knowledge and skills.
- Cultural Awareness
- Provide a positive image of the Indigenous person to other health team members.

- Assist/educate facility personnel in Indigenous cultural safety & awareness.

Administrative

- Carry out office duties as required, including maintenance of statistics, purchasing, client documentation, submitting monthly reports etc.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as assigned.
-

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Completion of Grade 12 or equivalent
- Post-secondary education, Health Care Aide certificate, or other related education an asset
- Experience in the Healthcare setting an asset
- Counseling or mediation training would be an asset

REQUIRED KNOWLEDGE & EXPERIENCE:

- Ability to inter-relate constructively with staff, physicians, patients, residents and their families.
- Ability to accurately translate and speak English and Ojibway/ Cree is required.
- Good interpersonal and communication skills.
- Valid driver's license is mandatory and access to a vehicle is required.
- Knowledge of Indigenous communities, provincial and federal services/policies ie: Indigenous Services of Canada (NIHB), (NPTP).
- Basic knowledge and experience in computers preferred.
- Good understanding of medical terminology an asset.

SKILLS/COMPETENCIES:

- Exceptional organizational problem solving skills.
 - Effective written and oral communication skills.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
-

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
-

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility’s Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: February 2017
Date

Revised: January 2019
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Vice President, Human Resources Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no

instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.