

INTERNAL/EXTERNAL POSTING



Inuuqatigiit-Centre for Inuit Children, Youth and Families is a multi service non-profit organization serving Inuit children and youth and their families, dedicated to providing cultural, educational, and support services in a caring, respectful and collaborative environment that fosters strong and proud Inuit children and families.

Position # 2023-91
Position: Medical Traveler Program Support Coordinator
Posting Date December 5, 2023
Start Date: January 15, 2023
Hours: Full-Time Determinate to March 31, 2026 with possibility of extension based on fundings.
Salary Range: Inuuqatigiit Centre offers a competitive wage and benefit package

POSITION SUMMARY

Under the supervision of the Manager of Family Wellbeing, the program Coordinator supports the delivery of services to Nunavut-Ottawa medical travellers, interagency collaboration, and partnership with Tungasuvvingat Inuit and other organizations. The Coordinator is responsible for overseeing program implementation and the day-to-day activities of social navigators. This role is also responsible for collecting data, reporting and for coordinating the delivery of Inuit cultural competency information/education to health care systems and professionals.

KEY DUTIES AND RESPONSIBILITIES

- Ensures the program aligns with Inuit Qaujimajatuqangit (IQ) Principles
- Supervises and supports the work of the Inuuqatigiit Centre's social/cultural navigators in delivering services to Nunavut-Ottawa medical travellers.
- Partners and collaborates with medical travel service organizations and hospitals.
- Supports inter-agency collaboration and partnerships by participating in the Qikkiqtaaluk-Ottawa Medical Travel Network, liaising and coordinating with Tungasuvvingat Inuit (TI) and other partners in the delivery of services.
- Attends and supports weekly meetings between Inuuqatigiit's and TI's social/cultural navigators to plan and coordinate service delivery including services to individual travellers and families as well as delivery of programming at Larga-Baffin.
- Maintains complete and accurate documentation to track data gathered by both Inuuqatigiit and TI, as well as generate reports as required for program funder and for program evaluation purposes.
- Represent the Inuuqatigiit Centre in a professional fashion and maintains positive working relations with co-workers, community and service providers.
- Develops and deepens partnerships with relevant health services and organizations.
- Coordinates and supports the development and delivery of cultural competency information and educational presentations to health service organizations.
- Coordinates the promotion of program services to medical travellers and to service providers to encourage referrals and access to services.
- Maintain confidentiality of client care as required.
- Provide regular updates and reports to Manager as required.

- Maintain communication and provide information as needed to management, partners, co-workers and other service providers.
- Maintain accurate statistics and report as required.
- Advise Manager of any issues arising.
- Participate in internal and external meetings as required to support program objectives.
- Adhere to and promote the mandate and mission of the Inuuqatigiit Centre.
- Supervise and support the work of Inuuqatigiit's social/cultural navigators.
- Other duties as required.

ACCOUNTABILITY

- Accountable for the effective and efficient coordination of the Inuuqatigiit Centre's medical traveller support program

WORKING RELATIONSHIPS

- Develop and deepen program partnerships with health service and support organizations, such as hospitals, medical travel, program partners
- Develop positive working relationships with social/cultural navigators and other relevant staff at Inuuqatigiit and TI.
- Support efforts for positive collaboration between Inuuqatigiit departments and with other relevant service providers.
- Act as role model to promote professional values and ethics.
- Participate in professional development opportunities as recommended/ required by manager.
- Adhere to reporting, evaluation and meeting deadlines.

EXTERNAL COMMUNICATIONS

- Communicate with co-workers, management, partners and other service providers to ensure effective sharing of information, to maintain linkages and to facilitate referrals and service delivery.

ENVIRONMENTAL FACTORS

- Support staff in respecting and adhering to deadlines related to their positions
- Meet all deadlines e.g., meeting minutes distributed, planning team activities, reporting information.
- Demonstrate stress resistance and stamina in supporting high need parents and families and addressing multiple demands
- Multi-tasking associated with delivering services
- Physical ability to access three story building
- Work regular and consistent weekly hours of work
- Work evenings and weekends to provide after hours crisis supports
- Additional hours on occasion to meet deadlines and ensure delivery of high-quality programs and services.
- Ensure personal safety and precautions at all times
- Integrate the Inuit culture and language in all aspects of program responsibilities

QUALIFICATIONS AND REQUIREMENTS

- Must be of Inuit descent.
- Experience working with Inuit or other Indigenous communities.
- Post-secondary education in social-work or mental health or equivalent training and experience.
- Must be able to communicate in Inuktitut.
- Extensive knowledge of Inuit history, the impacts of colonization and intergenerational trauma.
- Knowledge of health care systems related to Inuit in Ottawa and Nunavut.
- Knowledge of Inuit Qaujimajatuqangit (IQ) Principles or willingness to learn.

- Ability to communicate effectively in oral and written English.
- Strong organizational, planning, evaluation and problem-solving skills.
- Ability to be respond effectively in crisis situations.
- Ability to work independently and as a part of a collaborative, inter-agency team environment.
- Ability to operate computer systems and relevant software.
- Enthusiasm, flexibility and commitment to supporting Inuit individuals and families receiving medical care in Ottawa
- Medical certification of good health.
- Proof of COVID vaccination and booster.
- Police Record Check (Vulnerable Sector) required.
- CPR/First Aid Certification (or willingness to become certified).

Please apply with a cover letter and up-to-date resume to: Human Resources Department, at jobs@inuugatiqit.ca

Note that accommodations are available for applicants with disabilities throughout the recruitment process. If you require specific accommodations, please contact the HR Department through the information provided above, so that we can make suitable arrangements with you.

When two equally qualified candidates are considered for the same position, preference will be given to the candidate of Inuit descent.

We thank all who apply to this position. Only those applicants selected for an interview will be contacted.