

GENERAL INFORMATION	
Code	FLS1
Job Title:	Health Programs Liaison For Non-Insured Health Benefits (N.I.H.B.) & Jordan's Principle
Department:	Community-Based Programs
Date of Job Description:	February 2017
Date of Revision:	April 5, 2024
Job Reports To:	Manager of Onkwata'karitahshera Secretariat

JOB DESCRIPTION SUMMARY:
<p>In respect of the overall mission, strategic directions, values and policies of Onkwata'karitahshera, this position is responsible for supporting and assisting community members to access healthcare and social services through Non-Insured Health Benefits and Jordan's Principle coverage. The incumbent also contributes towards the identification of common needs and problems experienced by community members regarding access to services and towards the development of appropriate procedures and tools.</p> <p>Under the supervision of the Manager of Onkwata'karitahshera Secretariat, independently applies learned skills, knowledge and practical experience to semi-routine tasks associated with the job family using established practices and standard procedures to complete assignments. Working with various community groups and members, develops program proposals and budgets and provides updates to working groups. Develops capacity within the community to support the administrative activities of ongoing funding initiatives. Maintains access to and knowledge of various funding sources available to support community initiatives. Acts as representative or observer for Onkwata'karitahshera.</p> <p>Decisions are straightforward in nature, within clearly defined procedures and practices specific to the department or work group and are regularly reviewed.</p>

CORE RESPONSIBILITIES and DUTIES	
Core Responsibilities	Duties
Provides Administrative Support and Dissemination of Information Through Mobilization and Networking	<ul style="list-style-type: none"> ➤ Provides administrative support to process NIHB and Jordan's Principle applications and maintains active files on all NIHB and Jordan's Principle applications. ➤ Performs administrative duties including issues of a sensitive nature related to NIHB and Jordan's Principle applications. ➤ Identify, compile and maintain up-to-date information and data relevant to NIHB & Jordan's Principle. ➤ Assists in the development, production and distribution of effective information and awareness material for the community in the area of NIHB and Jordan's Principle. ➤ Develops, conducts and disseminates current information on NIHB and Jordan's Principle from regional and national funding sources. ➤ Respond to ongoing requests for information in a clear and timely manner. ➤ Be aware of provincial and federal guidelines as related to Non-Insured Health Benefits and Jordan's Principle, in order to assist community members and advise Onkwata'karitahshera as appropriate. ➤ Develop and maintain a network of contacts with community organizations and partners and with counterparts at different government levels. ➤ Participate in meetings, committees and/or joint tables with various partners related to NIHB and Jordan's Principle. ➤ Provide information necessary for updating the Onkwata'karitahshera website and other available media when required. ➤ Provide updates to the Onkwata'karitahshera table. ➤ Update the community on services offered regarding NIHB and Jordan's Principle. ➤ Supports NIHB and JP Coordinator in networking with external partners on existing and newly developed policies and procedures, projects, workshops, evaluations and health and social services activities at the community, regional and national level to ensure NIHB and Jordan's Principle maintain optimum service delivery.
Support programs and activities for NIHB & Jordan's Principle	<ul style="list-style-type: none"> ➤ Contribute to needs assessments relevant to community as needed. ➤ Support the Coordinator of NIHB & Jordan's Principle in identifying mechanisms and tools for increasing communities' autonomy concerning access to health care and social services in relation to NIHB & Jordan's Principle.

	<ul style="list-style-type: none"> ➤ Maintains up to date records and statistics, and contributes to the development of the annual budget. ➤ Participate in the evaluation of programs/projects/initiatives according to the required level of involvement. ➤ Assist in writing the required reports in relation to the activities, programs/projects/initiatives under one's responsibility.
Provides support and advice regarding care coverage for NIHB & Jordan's Principle	<ul style="list-style-type: none"> ➤ Inform and support community members in order to resolve difficulties, they face concerning access to health care and social services through NIHB and Jordan's Principle; particularly through: <ul style="list-style-type: none"> • Navigation through programs' parameters; • Searches conducted in the provincial networks and with federal organizations; • Discussions with health professionals (local, provincial and federal levels); • Development of the NIHB appeal file (letters, prescriptions, etc.); • Follow-up on actions, as required; ➤ Maintain a registry of requests/applications made by community members; document the chronology of requests and the evolution of different files and ensure related follow-up. ➤ Identify common problems encountered by community members to assist them for better access to services through NIHB & Jordan's Principle. ➤ Ensure that personal medical information related to support concerning access is handled in respect of the laws and policies in effect (access to information act, privacy, health and social services act). ➤ Acts as contact and information referral agent; for N.I.H.B. and Jordan's Principle. ➤ Be aware of healthcare coverage plans available to First Nations (NIHB, Provincial system and Jordan's Principle) in order to assist community members.
Supports reporting, information and communications duties.	<ul style="list-style-type: none"> ➤ Supports in the drafting of briefs to Supervisor on working group activities; trip reports, executive summaries, available media, websites and general correspondence. ➤ Acts as technical support by monitoring current community, regional and national health and social services issues as needed. ➤ Maintain a network of contacts with community organizations internal/external. ➤ Performs translation and liaison in French with external government organizations.
Provides support to Onkwata'karitáhtshera	<ul style="list-style-type: none"> ➤ Carry out regular follow-up on files with one's immediate supervisor. ➤ Carry out various one-time or special mandates as required. ➤ Contribute to the smooth running of the organization's activities and to the maintenance of a work atmosphere based on mutual support, joint action and collaboration. ➤ Administrative support to secretariat of Onkwata'karitáhtshera when required.
Performs any other job-related duties as may be required by the immediate Supervisor.	

COMMUNICATIONS	
Team Work:	<ul style="list-style-type: none"> ➤ Commonly requires collaboration and cooperation with team members to get work or projects complete. ➤ Requires the ability to work in a team setting and / or independently.
Advising:	<ul style="list-style-type: none"> ➤ Commonly provides information that must be understood and explained.
Training:	<ul style="list-style-type: none"> ➤ Commonly required to train or give information to stakeholders or clients.

ENVIRONMENTAL FACTORS	
Types of Schedule:	<ul style="list-style-type: none"> ➤ Regular work week, occasional flex.
Stress Factor:	<ul style="list-style-type: none"> ➤ Moderate stress (some periods of high stress).
Deadlines:	<ul style="list-style-type: none"> ➤ Some tight deadlines (unplanned).

ACCOUNTABILITY	
<ul style="list-style-type: none"> ➤ To provide services in a manner consistent with KSCS Mission Statement and Personnel Policy Manual. ➤ To write reports with accuracy of the content and good grammar. ➤ To take full and comprehensive records of meetings. ➤ To maintain user friendly filing system. ➤ To act with contacts in a tactful manner. ➤ To deal with correspondences in a timely fashion. ➤ To provide accurate technical support. ➤ To maintain confidentiality practices. 	

QUALIFICATIONS	
Education and Experience	<ul style="list-style-type: none"> ➤ D.E.P. in Administration or Secretarial Studies with three (3) to five (5) years' experience. ➤ High School Diploma with six (6) to ten (10) years' experience.
Skills and Requirements	<ul style="list-style-type: none"> ➤ Experience in networking with various global health and community development projects related to community-based programs through developing, conducting and disseminating information on project development from community, regional and national funding sources. ➤ Demonstrated understanding of community, regional and national trends and financing in health and social services. ➤ Knowledge of other resources within and outside of the community in relation to health and social services. ➤ Provides technical assistance to community-based programs upon request by assisting in the development of successful proposals and evaluation of projects. ➤ Demonstrated ability to work with diverse groups, participation in working groups, advisory committees within the community, region and nationally. ➤ Ability to work with minimum supervision. ➤ Good planning, organizational and time management skills. ➤ Ability to deal with moderate stress. ➤ Ability to work flexible hours, including evenings and weekends. ➤ A valid driver's license and access to a vehicle.
Assets	<ul style="list-style-type: none"> ➤ Knowledge of Kanien'kéha and French language.

Immediate Supervisor

Incumbent

Date