



KTUNAXA
NATION

We invite you to apply for the position of...

**ABORIGINAL PATIENT NAVIGATOR
SOCIAL SECTOR
PERMANENT - FULL-TIME POSITION**

The Ktunaxa Nation is characterized by the spirit of courage, initiative, innovation, perseverance, and leadership that it has brought to the work of preserving and protecting both the past and the future of its people. This has been accomplished through the exceptional commitment and vision of its human resources. It is therefore expected that employees who represent the Ktunaxa Nation will be committed to honouring the spirit of the Nation's work by putting their best into all that they do and by conducting themselves at all times ethically, professionally and respectfully.

POSITION SUMMARY:

Aboriginal Patient Navigator (APN) provides referral services and promotes culturally inclusive care. Assists health care team with case planning and discharge planning as it relates to liaising with Aboriginal service providers. Coordinates and assists Aboriginal persons, both on and off-reserve, with medical appointments; provides supportive hospital visits; assists and supports with quality care issues. The Navigator discharge planning process facilitates the timely ease of transition to and from acute care (hospital) within the communities. The APN is a resource to provide culturally sensitive healthcare support while working closely with healthcare providers and promoting access to community resources.

The APN's mandate is to assist Aboriginal people with access to health services. As a personal guide, the Navigator is there to help the patient and family through their health care journey both in hospital and community. Acts as a bridge between you, your community and the health care system, through consultation and referral services.

CONTRIBUTIONS AND RESPONSIBILITIES:

- Liaise between the patient and First Nation agencies, and health professionals and support the home community.
- Provide a link for Aboriginal people accessing acute health services and acts as a contact if they require support
- Assist patients with completing paperwork related to their health care needs
- Facilitate patient understanding of medical conditions, impacts and discharge planning by acting as translator, or facilitating language support, when required
- Assist health care professionals to explain to First Nation patients and their families the patient's diagnosis, treatments and procedures



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- Advocate for first National patient/families in health care facilities and service agencies
- Refer / network with other health care professionals for services and professionals both in NH facilities as needed.
- Provide culturally relevant information to patients, families and the acute health care team
- Provide educational and informational sessions on Aboriginal health practices and resources, as well as support the development of cultural competency in the health care team
- Develop culturally appropriate brochures and pamphlets identifying local resources and emergency contact numbers
- Assist in ensuring spiritual care of Aboriginal patients, assist with links to community churches when necessary or requested
- Participate in the review of the treatment plan and weekly discharge planning around as required
- Support / promote family meetings when requested. Provide awareness of available service
- Retains links with indigenous organizations, provide patients with linkages to broader support in other communities

QUALIFICATIONS

Education:

- Bachelor's degree in Social Science, Social Work or a combination of education and relevant experience.

Knowledge:

- 3-5 years' recent experience working with diverse clients with health issues and social barriers
- This includes 2 years of experience in direct service, community-based delivery systems and working with Aboriginal people
- Must be willing to work flexible hours – evening and weekend work may be required.
- Effectively communicating with a wide range of people, from family members to community services.
- Broad knowledge of case management including strengths-based, solution-focused practice and grassroots approach within a client-centred care model for clients with complex / cultural care needs
- Ability to promote client-focused care that demonstrates care for and with clients and families, sensitivity to diverse cultures and preferences, client advocacy and social justice concerns
- Comprehensive knowledge of other health disciplines and their role in client care
- Ability to work respectfully amongst many levels of hierarchy and administrations
- Demonstrated ability to work independently and as a team member
- Demonstrates ability to problem solve using sound judgment in applying critical thinking skills within safety limits of client care
- Demonstrated ability to organize work, set objectives and establish priorities; manage time and resources, implements activities to promote cooperation among interdisciplinary teams and collaborate across disciplines
- Understanding of Aboriginal health challenges



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- Willingness to learn and increase knowledge of the Ktunaxa people
- Excellent communication skills, both oral and written
- Ability to deal with others effectively; and have strong interpersonal skills
- Commitment to ongoing professional development: maintain professional practice growth and knowledge to reflect current standards of practice
- Proficient computer skills with Microsoft Office and Adobe; navigating and accessing relevant online information (e.g. government forms)
- Proven ability to work well under pressure; particularly during stressful situations
- Extensive knowledge of Aboriginal issues both historical and current in British Columbia
- Knowledge of ethics and professional approaches to resolving ethical dilemmas
- Be a positive community role model
- Work in ways which empower and build capacity among individuals and communities
- Ability to work collaboratively and effectively with other staff as well as other inter-disciplinary partners in both the Aboriginal and non-Aboriginal environments
- Commitment to the capacity of individuals and communities to promote their health and well-being
- Ability to ensure one's own and clients' safety
- Ability to deal effectively with conflict and apply dispute resolution and problem solving and negotiating skills in an effective and problem-solving manner
- Problem-solving skills and strategies – ability to engage individuals presenting strong emotions and at times resistance to the involvement of service providers
- Willingness to analyze approaches used with families, learn from mistakes, and explore alternative strategies to working with families
- Understanding of drug and alcohol-related issues
- Preferred to have ASIST, Non-Violent Crisis Intervention and basic first aid certifications.
- Ethical conduct and responsibility sets a positive example and fulfill responsibilities with the highest diplomacy of integrity, ethics and professionalism. Must be discreet with sensitive confidential information.

Other Requirements:

- Computer skills including the ability to use a computerized patient/client care information documentation system.
- Physical ability to perform the duties of the position.
- A valid driver's license, reliable vehicle, and business liability insurance.
- Criminal records check is required.
- Commitment to ongoing professional development.

The Ktunaxa Nation Council is committed to providing and maintaining a safe and healthy work environment for all employees and the people, Communities and Bands that we serve. Successful candidates must be fully vaccinated against infection by COVID-19. Candidates who are unable to be vaccinated due to a personal characteristic protected under applicable human rights legislation may



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request to be exempt from this requirement.

Ktunaxa candidates are encouraged to apply; support to apply for this position can be accessed through the Education and Employment Sector Service Center. Ktunaxa Applicants are encouraged to apply for this position regardless of experience or qualifications as on-the-job training may be considered.

Come with your willingness to learn!

Please submit your cover letter and resume telling us what attracts you to the position and how your experiences relate.

**Human Resources
Ktunaxa Nation Council
PO 7825 Mission Road
Cranbrook, BC V1C 7E5
KNC-HR@ktunaxa.org
Fax: (250) 489-2438**

CLOSING DATE: Open until filled.

We thank those who apply; however, only those selected for an interview will be contacted.