

MATAWA FIRST NATIONS MANAGEMENT



Job Description

MEMBERSHIP COORDINATOR

PURPOSE OF THE POSITION

The Membership Coordinator is responsible for managing the Indian Registry and issuing Status Cards as well as providing clerical and administrative support to ensure overall services are provided in an effective and efficient manner.

SCOPE

The Membership Coordinator reports to the Manager of Finance & Administration and is responsible for providing client and general office services. The Membership Coordinator supports Matawa First Nations Management primarily in the administration of the Indian Registry and related client services and with general reception/administration support as required. Failure to provide these services in an efficient and effective manner will result in disruptions in the provision of services.

RESPONSIBILITIES

- 1 Administer all aspects of the Membership Program and the issuance of Status Cards.

Main Activities:

- Assist eligible individuals with Status Card applications
- Maintain and issue confidential and protected Indian Registry files and documents
- Prepare the required monthly and periodic reports
- Maintain service and population statistics
- Implement and maintain all prescribed obligations and controls for the Registry system
- Assist Members with obtaining other vital records (i.e., Birth Registrations, Health Cards, Birth Certificates)
- Notarize/certify true copies of member identification and documents as required to facilitate membership services
- Liaise with and refer Members to other agencies when appropriate
- Maintain quality assurance records and logbooks for the Membership Program as part of Matawa's overall quality management systems,

5. Perform other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES

The Membership Coordinator would normally attain the required knowledge, skills, and attitudes through completion of an Indian Registry management training and office procedure courses together with a minimum of five years' work experience in general office administration. Equivalencies would also be considered.

Knowledge

The incumbent must have proficient knowledge in the following areas:

- ✓ Office administration
- ✓ Indian Registry system
- ✓ Understand relevant legislation, policies and procedures
- ✓ Understand First Nations' cultural and political environments

Skills

The incumbent must demonstrate the following skills:

- ✓ Analytical, problem solving and decision-making skills
- ✓ High degree of accuracy and attention to detail
- ✓ Effective verbal and listening communications skills
- ✓ Proficiency in written English and ability to communicate effectively
- ✓ Computer skills including the ability to operate word processing programs and spreadsheets at a highly proficient level

Personal Attributes

The Membership Coordinator must maintain strict confidentiality in performing all duties. The incumbent must also demonstrate the following personal attributes:

- ✓ Be honest and trustworthy
- ✓ ** Must obtain government clearance for use/access to the Registry
- ✓ Be respectful
- ✓ Possess cultural awareness and sensitivity
- ✓ Be flexible
- ✓ Possess sound work ethics
- ✓ Fluent in Ojibway or Cree, an asset

WORKING CONDITIONS

Must be “fully vaccinated” against COVID-19 (In Ontario, a “*fully vaccinated individual*” is defined as one who has received the required number of doses as outlined by Health Canada and they have received their final dose of the COVID-19 vaccine at least 14 days ago) and must provide Health Canada’s proof of vaccination (vaccine receipt or enhanced vaccine certificate).

Physical Demands

The Membership Coordinator will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Membership Coordinator will have to do some lifting of computer equipment, supplies, and materials from time to time. S/He may be required to travel to remote communities in inclement weather conditions on occasion.

Environmental Conditions

The Membership Coordinator may have to manage several clients and projects at one time and may be interrupted frequently to meet the needs and requests of others. The Membership Coordinator may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands include the use of the computer, which may cause eyestrain and occasional headaches. The office may be noisy and busy making it difficult for the Membership Coordinator to concentrate.

Mental Demands

The Membership Coordinator deals with an incredibly stressful environment when clients are frustrated and request immediate services. S/He must be aware of all relevant legislation, policies, and procedures. S/He may have to complete a number of tasks and responsibilities at one time and must be prepared to deal with stressful situations at any time.

CERTIFICATION

<hr/> Employee Signature	<hr/> Supervisor's Title
<hr/> Printed Name Date	<hr/> Supervisor's Signature Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
<hr/> Chief Executive Officer's Signature Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required for the position.