

MATAWA FIRST NATIONS MANAGEMENT



Job Description Matawa NIHB Client Navigator

PURPOSE OF THE POSITION

Matawa First Nations Management is a Tribal Council with a membership of nine (9) First Nations communities of Aroland, Constance Lake, Eabametoong, Ginoogaming, Long Lake #58, Marten Falls, Neskantaga, Nibinamik and Webequie. The Matawa First Nations Management provides technical and professional advisory services and programs to its member First Nations.

The Matawa Health and Social Meno Biimadeswin (HSMB) oversees the management and administration of regionally funded programs and projects in collaboration with Matawa First Nation Communities. Matawa HSMB provides technical, advisory and advocacy for member First Nations including Non-Insured Health Benefits (NIHB).

The Matawa NIHB Client Navigator is primary responsible to support and advocate for Matawa member clients who access NIHB and to liaise with First Nations health staff and other health care providers, organizations, and institutions to facilitate improved care.

SCOPE

The Matawa NIHB Client Navigator works under the direction and supervision of Matawa's Health & Social Meno Biimadeswin Director. The Client Navigator will work with nine Matawa First Nation health staff, patients, NIHB, health care providers and institutions to liaise, advocate and facilitate improved access and health care services for Matawa clients/patients. The Client Navigator will also actively create awareness and communication about the NIHB program to member Matawa First Nations. The primary function of the Client Navigator is to support and advocate for Matawa First Nation members to receive health care services with minimal issues and smooth transition as it pertains to the NIHB Program.

RESPONSIBILITIES

1. Liaison and Advocacy:

- On behalf of the client, advocate for NIHB coverage for transportation and accommodation. i.e.: work closely with airlines, patient lodging and other accommodation places
- Take lead in facilitating access to the NIHB program and provide support to address NIHB denials and appeals.
- Support clients to access medical equipment and supplies.
- Liaise with Thunder Bay Regional Health Sciences Centre, St. Joseph's Care Group, local clinics and doctors, Matawa Health Co-Op staff and other health care providers to answer any questions on NIHB.
- Facilitate, advocate and coordinate client services as required when accessing dentists, optometrists, traditional healers and other health providers which are covered by NIHB and to answer any questions on the program and promote efficient claim handling.
- Maintain positive working relationships with organizations in the city to Matawa clients.

2. Technical and Advisory:

- Work with Matawa clients and families on NIHB questions and assist in filling out any claims, re-imbursements, appeals, and gathering background information.
- Assist to translate NIHB policies and/or questions to clients or providers.
- Advise and assist with emergency situations.
- Gather and identify gaps in health services delivery for Matawa First Nations members.
- Collaborate with members of the Matawa First Nations Health Directors/community teams, Matawa Health Co-Operative and other health care providers.
- Liaison with health and housing providers to support appropriate housing for long term patients.

3. Communication and Promotional Awareness:

- Promote understanding of the role of the Client Navigator, area health care providers, and organizations.
- Maintain communication with ISC-NIHB staff, community health care providers and others.
- Conduct education in communities about the NIHB program criteria and its policies.
- Participate in community education, relations and public campaigns to the share NIHB program.
- Maintain communication and contacts with local, regional and territorial health organizations.

4. Administrative:

- Keep client records for data entry.
- Attend relevant meetings and gatherings related to Matawa health issues.
- Submit monthly reports and board reports.
- Submit reports as required by the funder
- Perform other duties as required or requested that relate to NIHB and services.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have proficient knowledge and experience in the following areas:

- Possess a diploma in post-secondary related in health and/or social field
- Possess at least 3 years of work experience related to health and/or social field
- Fluency in Cree or Ojibway is a definite asset
- Good knowledge of Non-insured Health Benefits and its policies
- Good knowledge of Provincial and Federal Health Care System and Services
- Good knowledge of Matawa First Nations communities
- Good knowledge of health care services providers/other organizations
- Strong understanding of First Nation communities' culture, traditions and practices

Skills

The incumbent must demonstrate and/or possess the following:

- Excellent interpersonal, networking, facilitation, and planning skills
- Excellent advocacy skills
- Good presentation skills
- Good understanding of First Nation needs for health care
- Excellent communication, oral and written skills
- Ability to co-ordinate and case manage
- Ability to work under minimal supervision
- Ability to operate computers, computer programs and other office equipment
- Working ability in use of communication tools i.e.: Zoom, Social Media, etc.

Personal Attributes

The incumbent must demonstrate the following personal attributes:

- Maintain strict confidentiality
- Maintain standards of conduct
- Demonstrate sound work ethics
- Be consistent, accountable, and transparent
- Cultural awareness and sensitivity
- Respect, honesty and integrity
- Judgment and decision-making ability
- Take initiative, self-motivated
- Flexibility and punctuality

WORKING CONDITIONS

Physical Demands

- May have to lift, carry and manage equipment and supplies
- May have to work odd or long hours at a time to complete special requests or projects
- May have to spend long hours sitting and using office equipment, computers and attending meetings

Environmental Conditions

- May find the environment busy and manage all types of stressful calls
- May travel to community in all types of weather conditions
- May have to manage a number of people and projects at one time

Sensory Demands

- May spend long hours using the computer and may experience eye strain and occasional headaches

Mental Demands

- May work long hours in the event of an emergency/crisis
- May experience mental strain, trauma and stress

CERTIFICATION

Employee Signature

Printed Name

Date

I certify that I have read and understand the responsibilities assigned to this position.

Supervisor's Title

Supervisor's Signature

Date

I certify that this job description is an accurate description of the responsibilities assigned to the position.

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 of the position.