

MATAWA FIRST NATIONS MANAGEMENT



Job Description Transitions to Care Coordinator

PURPOSE OF THE POSITION

The Ministry of the Solicitor General (SolGen) funded a joint proposal from the Indigenous Primary Health Care Council (IPHCC) and the Alliance for Healthier Communities (Alliance) which led to a partnership with SolGen, the Ministry of Health, and Ontario Health to develop a Provincial & Local Transitions in Care framework to connect Black, and First Nation, Inuit, and Metis (FNIM) individuals being released from correctional facilities to timely, safe, and culturally appropriate primary health care.

This framework will address the lack of formal pathways for transitions in healthcare upon release from correctional institutions and will address the following:

- Access to timely, safe, and culturally appropriate primary health care services
- Sharing of medical information
- Continuity of medication and treatment
- Referrals are in place for complex healthcare needs
- Health care related discharge planning is facilitated in a timely and appropriate way
- Providing healthcare networks with resources (including education and training) to better support the needs of the formerly incarcerated population

SCOPE

Reporting to the Director of Mental Wellness at the Matawa Health Co-op, the Transitions to Care Coordinator's primary responsibilities will include providing day-to-day supervision, direction, and support to the Native Inmate Liaison Officers and implementing the Transitions in Care framework, which aims to provide an interconnected continuum-of-care approach for streamlining community health services for identified individuals preparing for or recently released from provincial correctional facilities. The successful candidate will liaise with incarcerated individuals and a network of local health care services, to ensure that these individuals have a healthcare reintegration plan with a focus on quality, equitable access, and culturally safe care.

The successful candidate is expected to uphold principles of dignity, advocacy, and empowerment for their identified clients and their healing journeys by supporting with their transition from correctional facilities back to their home community, ensuring a solid connection to appropriate, wraparound, community-based primary healthcare services.

The Transitions to Care Coordinator will work with the Transitions in Care project team (Anishnawbe-Mushkiki, DILICO, Matawa and the Indigenous Primary Care Health Council) to enhance the development, design, and evaluation of the Transitions in Care framework via needs assessment, gap analyses, identifying barriers and establish a metric to measure continuum of care successes and challenges.

RESPONSIBILITIES

Community Service:

- Liaising with incarcerated individuals, local and provincial system partners in primary health care, social services, and the provincial justice system.
- Providing community healthcare staff with appropriate referrals to ensure effective continuum of care for individuals being released from incarceration.
- Providing referrals to culturally appropriate local community programs and services, including coordinating with Indigenous Elders and/or Knowledge Keepers.
- Facilitating early engagement and developing health care plans through advocacy and proper discharge planning for transitioning from incarceration to a home environment.
- Maintaining accountability to the client to ensure follow-through on referrals.
- Identifying barriers to client health care and supporting clients' access to the services needed to achieve optimal outcomes (barriers may include issues related to social determinants of health).
- Meeting with clients in institutions, if necessary, to provide information regarding available services, help complete forms, and support preparing release plans.
- Contribute to fostering positive working relationships between health care services and corrections services teams.
- Maintain confidentiality under Personal Health Information Protection Act.

Project Development:

- Maintaining current and accurate reports to support accountability requirements to the organization, funders, and community (including tracking established program indicators).
- Working with the Transitions in Care project team, provincial Community Reintegration Planning Tables, the Provincial Indigenous Integrated Health Hub, and/or Ontario Health Teams, Ministry of Solicitor-General, where appropriate, to establish a monitoring framework to measure successes and challenges (i.e., through needs assessments and gap analyses).
- Once processes are established, identify failure rates, recidivism rates, and challenges.
- Understand awareness of policy compliance requirements and health care pathways to address barriers.
- Monitoring and coordinating the progress of clients to ensure the timely completion of required outcomes and performance.
- Proactively make recommendations regarding how to address gaps.
- Participating in ongoing professional development and training relevant to job requirements.

Supervision and Team Coordination:

- Provide day-to-day supervision, direction, and support to the Native Inmate Liaison Officers, including assigning and monitoring work, establishing priorities, providing guidance on complex client situations, and ensuring timely completion of responsibilities.

- Facilitate regular team meetings, promote effective communication, and support consistent, culturally safe service delivery across correctional institutions.
- Support staff orientation, training, professional development, and performance management in collaboration with the appropriate manager and Human Resources.
- Review documentation, reports, referrals, and service data to support quality assurance, confidentiality, policy compliance, and program accountability.
- Identify and communicate staffing, operational, safety, and service-delivery concerns to management and recommend appropriate solutions.

QUALIFICATIONS, SKILLS AND ABILITIES

- Postsecondary diploma or degree in Social Work, Social Service Work, Nursing, Indigenous Studies, Community Development, Criminology, Addictions and Mental Health, Health Administration, or another related health or human-services field. An equivalent combination of relevant education, training, lived experience, and substantial work experience may be considered.
- A minimum of three years of relevant experience in case management, care coordination, system navigation, discharge or reintegration planning, community health, corrections, mental health and addictions, housing, or social services. Experience working with Indigenous individuals, communities, and minority groups is strongly preferred.
- Knowledge and awareness of primary health care, mental health supports, and treatment organizations located within the region.
- Knowledge of justice, reintegration, and rehabilitation programs is required.
- Knowledge of Ontario's healthcare system, an asset.
- Knowledge and understanding of healthcare quality improvement and process mapping is an asset.
- Ability to work under pressure and adapt to a changing environment.
- Ability to monitor and analyze data.
- Ability to multitask among several competing priorities.
- Excellent advocacy and empowerment skills.
- Excellent communication, organizational, planning and computer skills.
- Positive attitude and capacity to act as a healthy lifestyle role model.
- High confidentiality standards and ability to exercise sound judgment.
- Commitment to adapt to specific job requirements as the continuum of care within the project evolves.
- Commitment to ongoing training and professional development relevant to job requirements.
- Understanding of health information systems (EMR, OCEAN, e-referral, e-consult) is an asset.

Other Requirements:

- Registration with an applicable regulatory college, such as the Ontario College of Social Workers and Social Service Workers or the College of Nurses of Ontario, is considered an asset.
- Must hold a valid class G driver's license and have a clean driver abstract.

- Must be able and willing to submit a criminal record check (Vulnerable Sector and CPIC record)
- Ability to work flexible evenings and weekends, as needed.
- Ability to travel when required.

WORKING CONDITIONS

Physical Demands

The Transitions to Care Coordinator, while performing their duties, will typically be in an office setting and may be required to travel throughout the region in inclement weather conditions. She/He may have to lift, carry and manage equipment and supplies. She/He may have to work odd, long hours or overtime as required to complete requests or projects. The Transitions to Care Coordinator may have to spend long hours sitting and using office equipment, computers and attending meetings in institutions and communities.

Environmental Conditions

The Matawa Training and Wellness Centre is a busy and fast-paced work environment. The Transitions to Care Coordinator may have to manage several staff and projects at one time, and they may be interrupted frequently to meet the needs and requests of First Nation leaders and members. The Transitions to Care Coordinator may find the environment to be busy, noisy and will need excellent organization, time, and stress management skills to complete the required tasks. Given the Traditional practices of Indigenous peoples, exposure to smoke from the burning of sacred medicines (tobacco, sweet grass, sage or cedar), may occur.

Sensory Demands

The Transitions to Care Coordinator is required to operate a computer for long periods of time. Sensory demands can include reading and use of the computer which may cause eye strain and occasional headaches.

Mental Demands

The Transitions to Care Coordinator will have to manage several requests and projects at one time. She/He must be aware of all Tribal Council business in the community and any and all relevant legislation, policies and procedures. She/He may have to complete a number of tasks and responsibilities at one time and must be prepared to deal with emergencies and stressful situations at any time.

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.