



MATAWA HEALTH CO-OPERATIVE

Job Description

**Indigenous Care Coordinator - Thunder Bay
Regional Health Science Centre**

PURPOSE OF THE POSITION

Matawa First Nations has established the Matawa Health Co-operative (MHC). This provincially incorporated co-op consists of the nine Matawa member communities including Aroland, Constance Lake, Eabametoong, Ginoogaming, Long Lake #58, Marten Falls, Neskantaga, Nibinamik and Webequie First Nations.

The Indigenous Care Coordinator (ICC) is an integral part of the multi-disciplinary team who provides a holistic approach to healthcare services. Through the implementation of a shared care approach, the MHC aims to ensure that all aspects of the patients' medical needs are addressed, taking into consideration their physical, emotional, spiritual, and social well-being.

SCOPE

With the support and guidance from the Director of Clinical and Nursing Services of the Matawa Health Co-operative, and under the supervision of the Thunder Bay Regional Health Sciences Centre's (TBRHSC) Manager of Indigenous Collaboration, Equity & Inclusion and in accordance with Hospital policies, the ICC will provide a range of health and mental health navigation, advocacy, discharge planning and supports services to Indigenous peoples accessing services at TBRHSC.

RESPONSIBILITIES

The Matawa Health Co-operative Indigenous Care Coordinator will primarily be responsible and accountable for the care coordination for Indigenous patients in the TBRHSC. The ICC must be able to manage daily referrals, health service navigation, discharge planning, and to follow the day-to-day operations.

- Facilitate a patient centered discharge plan with the physician or health care provider (responsible for recommending discharge and any follow-up requirements), patient, family, and interprofessional team.
- Receive and process referrals and inquiries and provide clear and accurate information on available community-based services to support patients in accessing and optimizing the available services and supports.
- Coordinate case conferences and trial discharges for complex patient discharges.
- Support individuals and families to make necessary arrangements for assisted living, respite, and/or placement of names on waiting lists for facility care.
- Liaise with service providers and suppliers to arrange and authorize necessary services, equipment and devices, medical supplies, and transportation.
- Facilitate referrals to home and community care for alternative level of care and supportive resources (e.g. holistic healing and wellness services, mental health and addictions programs, St. Joseph's Care Group programs and

- other community-based organizations, programs and services).
- Provide advocacy support for patients and their families/support systems as required to support equitable access to quality care.
 - Coordinate with psychiatrists and mental health physicians / specialists to support the needs of Indigenous patients with mental health and addictions issues, including developing an appropriate plan of care and discharge and aftercare plan.

Other duties include:

- Foster intra/interprofessional collaborative relationships through respectful communication and knowledge of all team members' roles and responsibilities.
- Facilitate conflict resolution and critical thinking among team members (TBRHSC and MHC).
- Advise/assist the patient interprofessional team in specific project activities related to patient flow and implementation of evidence-based/best practices.
- Practice excellent interpersonal communication techniques with internal and external partners/stakeholders to achieve efficient patient flow and effective transitions in care.
- Document discharge plan as part of comprehensive plan of care.
- Participate in community outreach activities to promote the program.
- Communicate effectively with patients, families, and/or communities throughout patient journey of care.
- Develop and maintain collaborative working relationships with other Indigenous Care Coordinators, leaders and health care groups within the community and region to ensure consistency of planning to meet patient needs.
- If able, provide Indigenous language interpretation services as needed to support the accurate transmission of health care information to patients and their families' support systems. (If unable, work with TBRHSC's Indigenous interpreters.)
- Provide or connect individuals and their families with educational materials and resources (e.g. understanding their health needs and treatments, community resources, understanding provincial and federal health systems).
- Assist in evaluation of patient care outcomes through various audits, chart reviews or other data collection methods.
- Assist with quality/process improvement initiatives and evaluation of ICC program.
- Assist with timely response of safety reports and patient compliments and concerns.
- Identify and report risk management issues related to practice, process or patient care delivery.

KNOWLEDGE, SKILLS, AND REQUIREMENTS

Education and Job Requirements

- Registered Practical Nurse (RPN) Diploma or Registered Nurse (RN) Baccalaureate (unencumbered registration with the College of Nurses of Ontario (CNO), or Master of Social Work (unencumbered registration with the Ontario College of Social Workers and Social Service Workers (OCSWSSW).
- Knowledge and understanding of CNO Standards of Practice, or OCSWSSW Standards of Practice, as applicable.
- Experience collaborating with Indigenous peoples and communities and providing culturally safe and patient-centered care.
- Proven ability to build relationships and work as a member of an interprofessional team.
- Excellent interpersonal and communication skills including the ability to provide constructive feedback and resolve conflict.
- Excellent documentation/written skills.
- Working knowledge of the provincial and federal health care systems as it pertains to Indigenous people.
- Demonstrated ability to work under pressure and manage competing work demands
- Knowledge of and experience with case management.
- Must be willing and able to work flexible hours and provide on-call services as required, including mandatory coverage for one weekend out of every six.
- Must be certified in CPR and Standard First Aid.
- Valid driver's license, in good standing and a reliable vehicle.
- Criminal records/vulnerable sector check and child welfare check is required upon hiring.
- Travel may be required within Thunder Bay and surrounding areas.
- Must be willing to work flexible hours, including evenings and weekends, in accordance with TBRHSC hospital scheduling requirements.

Assets

- Fluent in Ojibway and/or Oji Cree.
- Demonstrated discharge planning experience.
- Knowledge of the local and regional mental health and addictions resources and availability, community services and supports.
- Demonstrated sound clinical knowledge and experience in home care and/or community-based service delivery.
- Experience as a liaison between the Hospital and local community organizations in order to meet the needs of Indigenous patients/clients.
- Knowledge of team-building principles and interprofessional collaboration.

Organizational Responsibilities:

- Attend meetings with Matawa Health Co-Operative to report back on program outcomes, as required.
- Participate in Matawa Health Co-Operative and TBRHSC-led trainings, as required.
- Propose changes within the Hospital that would improve the quality of service to Indigenous patients and their families.
- Apply Indigenous culture, values, traditions and teachings into programming and operations where possible.
- Assist and support the development of specific policies or protocols for Matawa Health Co-Operative and TBRHSC to improve access and provision of culturally appropriate and safe services for Indigenous peoples.

WORKING CONDITIONS

Physical Demands:

The Employee may have to travel and arrange travel for patients to appointments. The employee may also have to spend long hours sitting and using office equipment, computers, and attending meetings.

Environmental Conditions

TBRHSC is a busy facility. The employee may have to manage several projects at one time and may be interrupted frequently. The employee 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 can include reading and use of the computer, which may cause eyestrain and occasional headaches.

Mental Demands

The employee will have to manage several requests and projects at one time and may be interrupted frequently. They must be aware of Tribal Council business in the communities and all relevant legislation, policies, and procedures. They may have to complete several tasks and responsibilities at one time and must be prepared to deal with emergencies and stressful situations at any time

Certification

 Employee Signature	 Supervisor's Title
 Printed Name Date	 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.

 Executive Director'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.