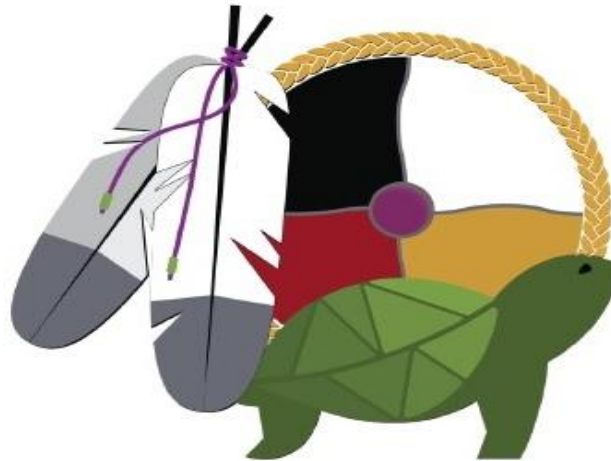




**MATAWA HEALTH
CO-OPERATIVE**

Job Description

Matawa Health Co-operative Scheduling
Coordinator

PURPOSE OF THE POSITION

Incorporated in 2017, the Matawa Health Co-operative (MHC) is a Matawa First Nations owned and controlled health co-operative providing healthcare services that enhance existing health services to achieve long-term health and wellbeing for all members within the nine Matawa First Nations. This provincially incorporated Co-operative consists of the nine Matawa member communities including Aroland, Constance Lake, Eabametoong, Ginoogaming, Long Lake #58, Marten Falls, Neskantaga, Nibinamik and Webequie First Nation. The MHC is overseen by a Board of Directors and is a member of the Health Care Co-operatives Federation of Canada. The MHC is community-driven with services tailored to individual community needs. It is the first of its kind in Canada.

The MHC incorporates traditional healing and medicines to address the health needs of the Matawa First Nations in a wholistic way by prioritizing mental health and addictions, diabetes, and chronic diseases. It oversees an Inter-Professional Primary Care Health Team providing direct services in the Matawa First Nations or through telemedicine.

The MHC Scheduling Coordinator is responsible for ensuring effective and efficient scheduling of MHC departments. This role provides assistance to the MHC managers with preparing monthly schedules for staff assisting with travel coordination to our Matawa First Nations communities. This position reports directly to the acting Director of Nursing and Clinical Services and works closely with the Clinical Lead.

RESPONSIBILITIES

- Coordinate and maintain daily, weekly, and monthly schedules for MHC departments. Including but not limited to; health, mental wellness, cultural and program staff including.
- Schedule, confirm, reschedule, staff travel and assist with client appointments as needed in accordance with established organizational procedures.
- Work closely with clinicians, mental wellness staff, community health staff, and administrative teams to identify scheduling needs and resolve scheduling conflicts.
- To coordinate and maintain appropriate staffing coverage when employees are away due to vacation, illness, or other unexpected absences.
- Coordinate provider schedules for services delivered in the organization, in community, virtually, and at external partner locations.
- Support the coordination of community outreach and community-based clinics, including provider availability, appointment lists, travel schedules, and service requirements.

- Coordinate scheduling for staff travelling to Matawa First Nations communities, ensuring schedules are communicated to the appropriate staff and community contacts.
- Liaise with community health and social service departments regarding upcoming visits, client lists, appointment requirements, and changes to schedules.
- Ensure clients receive timely notification of appointments, changes, cancellations, and other relevant information when staff travel is postponed.
- Coordinate urgent or time-sensitive appointment/travel requests with the appropriate healthcare or mental wellness team while recognizing the limits of the Scheduling Coordinator role.
- Support referrals by coordinating appointments with internal programs and external healthcare or community service providers as directed.
- Coordinate multiple appointments for clients when appropriate to reduce barriers to accessing services, particularly for clients travelling from remote communities.
- Assist with coordinating transportation, travel-related scheduling, and accommodation requirements where applicable and within the organization's processes.
- Maintain confidential client information in accordance with organizational privacy policies, applicable legislation, and professional standards.
- Ensure information is shared only with authorized individuals and through approved communication methods.
- Respond to telephone, email, and in-person inquiries in a professional, respectful, and culturally safe manner.
- Provide clients and community members with clear information regarding appointment dates, times, locations, providers, and preparation requirements.
- Demonstrate cultural safety, cultural humility, respect, and understanding when working with First Nations clients, Elders, families, and community representatives.
- Recognize the unique scheduling considerations associated with serving remote and rural First Nations communities, including travel, weather, provider availability, and community priorities.
- Maintain effective communication with community partners and internal departments to support coordinated service delivery.
- Prepare daily or weekly appointment schedules, clinic lists, provider schedules, and other scheduling reports as required.
- Assist with developing and implementing standardized scheduling procedures, workflows, and tools.

- Ensure scheduling data is accurate and complete to support reporting, program planning, and service evaluation.
- Participate in quality improvement initiatives related to appointment access, scheduling efficiency, client experience, and service coordination.
- Provide administrative support to program managers, directors, and clinicians as required.
- Participate in team meetings, training, quality improvement activities, and organizational initiatives.
- Adapt to a fast-paced environment with changing priorities while meeting daily and weekly scheduling deadlines.
- Performs other duties as assigned.

Organizational Responsibilities

As a representative of the Matawa Health Co-operative, the employee is responsible for:

- Reflecting and interpreting the organization vision, mission and core values in their own work with enthusiasm and commitment.
- Acting in accordance with relevant legislation and organization policies and procedures.
- Proposing changes within MHC that would improve the quality of service to our First Nations' children, families and communities.
- Developing and maintaining respectful, cooperative working relationships to contribute to the delivery of services to First Nations' children, families and communities.
- Understanding their role and responsibility in maintaining a safe workplace and reducing workplace injuries.

KNOWLEDGE, SKILLS AND REQUIREMENTS

Education & Experience

- Post-secondary diploma in Business Administration, or a related field.
- Minimum 3–5 years of experience working in a not-for-profit or health services environment.
- Strong knowledge of PS Suites
- Proficiency in MS Office Outlook, faxing software, and database management.
- Experience in a logistics or scheduling environment.
- Excellent problem-solving, and organizational skills with strong attention to detail.

- Strong interpersonal skills and the ability to work collaboratively with a diverse team.
- Experience working with First Nations organizations or communities is a strong asset. Experience working in First Nations communities or with Indigenous organizations is an asset.

Skills & Abilities

- High level of integrity, accountability, and professionalism.
- Strong time-management skills with the ability to meet deadlines.
- Commitment to continuous improvement and capacity building.
- Respect for and understanding of First Nations culture, traditions, and approaches to health and wellness.

Other Requirements

- Valid Ontario Class G Driver's License (access to a reliable vehicle is an asset).
- Clear Vulnerable Sector Criminal Record Check.
- Proof of a current TB Skin Test.
- Willingness to travel to Matawa First Nations communities as required.
- Ability to work flexible hours, including evenings or weekends when necessary.
- This role provides services in a clinical environment and within Indigenous communities and includes direct contact with vulnerable individuals (including minors and elders).

WORKING CONDITIONS

Physical Demands

The employee may have to travel to our First Nations communities. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The employee may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The Matawa Building may be a busy facility. The employee may have to manage a number of 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. The position requires strong visual and auditory abilities to read and interpret travel documents, booking systems, and itineraries, as well as to communicate effectively with employees, vendors, and various other key individuals. Attention to detail, prolonged screen use, and the ability to process verbal and written information accurately are essential.

Mental Demands

The employee will have to manage a number of requests and projects at one time. They must be aware of Tribal Council business in the communities and any and all relevant legislation, policies and procedures. They 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.

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 of the position.