



JOB POSTING: HEALTH NAVIGATOR/INTAKE COORDINATOR

Location: This is not a work-from-home position. The Health Navigator/Intake Coordinator (HN/IC) works out of the health center located in the Queen Elizabeth Complex, at 2100 Av. de Marlowe, Montréal, QC H4A 3L5, (Suite 236).

While based primarily at the Indigenous Health Center Tiohtià:ke (IHCT) offices for intake purposes, some duties include accompanying clients to medical appointments. The HN/IC will work closely with the other HN/IC positions, medical staff at the IHCT, and other health facilities to manage referrals and meet other client needs.

PRIMARY DUTIES:

- A key aspect is to **develop and apply tools for an intake system**, which collects patient information and identifies their needs with which MUAHC/IHCT may support in terms of referrals and enters this information into Medesync, as well as client files.
- Another primary element is to **develop and maintain proper client records** and to **support reporting systems by maintaining accurate statistics** for the various services MUAHC/IHCT will provide, including the various supports the HN/IC provides.
- The HN/IC is required to **collect statistics and report on such to management** to support overall program planning and accountability.
- The HN/IC will establish and maintain community partnerships and develop resource lists to support referral and other client needs.
- The HN/IC will assist clients in securing their photo identification cards for health purposes.
- **Support and accompany Indigenous patients** in their care and service pathways from a perspective of cultural reassurance.
- **Foster the confidence of Indigenous patients in the health and social services network (HSSN)** players with whom they must interact, and in the care and services offered to them.
- Contribute to the **organization of services**.
- **Identify the improvements needed to ensure cultural safety** for the people accompanied, in collaboration with the organization that employs them and all the Indigenous.
- All other duties as required in providing health navigation and intake coordination services effectively.

Qualifications:

- Indigenous (Inuit, Metis, First Nations) knowledge of the urban Indigenous Montreal population is an asset.
- Experience in a similar role or in a related sector, e.g. social service, health care, other Indigenous agencies.
- Undergraduate degree in a related discipline, or a community college degree with three years' experience.
- Experience in working with and maintaining a client intake system, handling referrals, and keeping records.
- Strong computer skills are required, using MS365, SharePoint, One Drive and Medesync.
- Collect, maintain, and report on statistical information to support accountability functions.
- Ready, willing, and able to work outside normal working hours from time to time, with capacity to commute around the city of Montreal for appointments.
- Bilingual (French and English)

Job-type: Full-time, Permanent.

Located close to Vendôme metro station.

Position open until filled. Submit cover letter and resume to operations@ihct.ca