

Ka-Na-Chi-Hih Healing Lodge

Care Coordinator

SUMMARY:

As a member of Ka-Na-Chi-Hih, the **Care Coordinator** works within a multi-disciplinary team to provide coordination of integrated services to clients. The Care Coordinator is responsible for providing comprehensive case management services which include the development of treatment and discharge plans, coordination and facilitation of team clinical meetings; regular auditing of files to ensure compliance is being met and working with external agencies to provide a continuum of care services.

DUTIES AND RESPONSIBILITIES:

- **Work closely with the intake process facilitator** and treatment services manager to review, discuss, and assess intake applications.
- Provide clients with coordinated support and arrange travel with Intake Process Facilitator.
- Work continuously with clients and wellness Workers from point of intake to graduation.
- Offer ongoing updates to staff to maintain open communication and awareness of the client's needs.
- Supporting the clinical, intake, and wellness teams during program transitions and **assisting the Treatment Services Manager to ensure continuity of care and service delivery.**
- Assist in identifying needs and goals through collaborative efforts with the clients and clinical team, ensuring ongoing completion of Individualized Treatment Plans.
- Assisting clients with their appointments, including medical, dental, and counselling, through planning, scheduling, and communicating appointments;
- Accurately input data and case notes into the tracking system for effective monitoring.
- Collaborate with the team to create a resource list for clients once they complete the program.
- Complete discharge plans and coordinate travel for clients.
- Aiding in creating and facilitating the outpatient program and help with daily activities when required.
- Collaborate with the team to ensure regular and consistent communication in the program.

- Maintain strict confidentiality at all times.
- Provide On-Call support (including weekends and holidays) on a pre-scheduled rotational basis.
- Any additional duties assigned by management.

ACCOUNTABILITY:

The **Care Coordinator** is supervised by and accountable to the **Treatment Services Manager**, with ultimate accountability to the **Director of Treatment Services** for overall performance.

QUALIFICATIONS:

- Experience in working and networking with First Nation communities;
- A sound knowledge of how mental health and addiction issues contribute to and affect Indigenous people;
- Well developed assessment, intervention and support skills;
- Well developed knowledge of various service systems;
- Good organizational, communication, interpersonal and problem-solving skills;
- Ability to work well under pressure independently and in a team setting;
- Ability to effectively direct and motivate youth and program staff;
- Ability to work within, and contribute to, a team environment;
- Ability to effectively communicate, both orally and in writing at a supervisory level;
- Have a sound knowledge of computer applications;

Education

- Bachelor's Degree in social sciences with 3 years of relevant counselling experience in a scope of practice or experience in addictions and mental health;
or
- Diploma in Social science with 5 years relevant counselling experience in a scope of practice or experience in addictions and mental health.
- Police records check and Vulnerable Sector Screen.

Experience

- 5 years of practical experience in the counselling field.
- Valid full licence and drivers abstract
- Experience in working with Indigenous people, families, and communities.
- Excellent interpersonal and communication skills.
- Demonstrate excellent organizational skills.
- Ability to speak a NAN language is an asset.

Benefits:

- Flexible working hours, dental care, **HOOPP Pension Plan**, vision care.

PHYSICAL DEMANDS:

The position of Care Coordinator requires the individual to perform duties that may involve standing, walking, bending, and lifting up to 25 pounds. The position also requires the ability to respond to crisis situations quickly and effectively.

Employees will be eligible for an incentive upon obtaining certification through the Indigenous Certification Board of Canada (ICBOC).