



## **JOB DESCRIPTION: JORDAN'S PRINCIPLE SERVICE COORDINATOR**

### **POSITION SUMMARY**

A Jordan's Principle Service Coordinator is to provide knowledgeable support to assist First Nation children and parents/guardians with case management, intake, assessment, and coordination to navigate the full range of federal and provincial health social and education services and supports to address their needs.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

- Serves as a point of contact for (a) Aboriginal children and their families in the Regions, (b) health care providers, and (c) First Nations communities and organizations who are requesting support directly related to children and youth.
- Ensures the appropriate and effective sharing of information including identifying and maintaining contact with Aboriginal children and families as required for continuity of care, including the use of multiple communication strategies including telehealth.
- Develops and documents a coordinated service plan that includes referral, assessment, treatment/admission, discharge (if applicable), transition and ongoing care protocols. Communicates the service plan to children and family and appropriate Aboriginal community organizations.
- Understands the breadth and depth of the service delivery landscape as it pertains to services available to Aboriginal children and youth in BC, within the Federal, Provincial and First Nations health care systems.
- Builds strong relationships and partnerships with front line health care and child care workers, and works with a variety of health care and child care professionals, including but not limited to nurses, speech pathologists, dental, occupational therapists. Works with these types of individuals in order to obtain clinical support.
- Builds strong relationships and partnerships with local Provincial and Federal Government services in the social sector, including, but not limited to, Ministry of Children Family Development, Ministry of Education, the Ministry of Health, Provincial Regional Health Authorities, and Indian and Northern Affairs Canada (INAC).
- Maintains strong relationships with First Nations health and social sector service providers and organizations, as well as other service providers and other First Nations organizations (e.g., Friendship Centres).
- Assesses the availability of special services. Maintains up-to-date knowledge of issues and professional skills in the area of Aboriginal Health in order to promote understanding and utilization of health programs and services;
- Works with the Jordan's Principle Assessor in FNHA Health Benefits to escalate cases at risk of becoming Jordan's Principle cases.

- Navigator supports children and families in the preparation and submission of Jordan's Principle requests to the assigned Indigenous Services Canada Focal Point in Vancouver and with the assistance of the Jordan's Principle Assessor in FNHA Health Benefits.
- Proactively promotes knowledge and information through regular communication with other front line health care workers.
- Provides update reports regularly to the partners of the initiative, including ISC and the Nation.

**Qualifications and Skills:**

- Excellent verbal and written communication skills
- Work effectively with First Nations communities and people
- Ability to work independently and in teams
- Demonstrated ability to maintain confidentiality, privacy and security of information
- Excellent attention to detail, organizational skills, and time management
- Satisfy requirements for a Criminal Record Check and Vulnerable Sector Check

**Special Requirements:**

- This position requires travel to remote Indigenous communities served by SSHS, accessed by Forest Service Roads (FSRs) that require driving on rough gravel roads during all four seasons.