



POSITION DESCRIPTION

POSITION TITLE: Indigenous Support Worker **DEPARTMENT:** Indigenous Health
CLASSIFICATION: Home Visitor II **APPROVED BY:** Regional Lead – Human Resources
UNION: CUPE Community Support **DATE APPROVED:** May 14, 2020

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director of Health Services/Designate

POSITIONS SUPERVISED: None

POSITION PURPOSE

The Indigenous Support Worker assists Indigenous individuals including First Nations, Métis and Inuit clients/patients/residents to navigate the health care system and access culturally safe care while utilizing health services in Southern Health-Santé Sud. The position is based at Portage District General Hospital, with assignment to other facilities in the region according to identified need.

The Indigenous Support Worker facilitates and supports communication between clients/families/health care providers as they seek care for their particular situation or condition. The Indigenous Support Worker is integrated into client care teams to ensure timely, primary supports including translation/interpretation services, personal supports and/or counselling and appropriate discharge planning that accounts for linkages with external health care providers, medical needs and community limitations. The Indigenous Support Worker participates and engages in client/family care meetings as part of interdisciplinary health teams and acts in accordance with Southern Health-Santé Sud policies and procedures.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Performs duties congruent with Southern Health-Santé Sud Core Values of Integrity, Compassion, Excellence and Respect.

- Helps create a welcoming and positive experience for clients while they are engaging with health care providers and utilizing Southern Health-Santé Sud services.
- Interprets or facilitates interpreter services for Indigenous clients/families and health care providers.
- Assists clients/families with facilitating smudging or other culturally appropriate ceremonies in designated locations.
- Establishes an effective working relationship with client/family.
- Establishes and maintains professional boundaries with client/family.
- Refrains from imposing own beliefs, values and lifestyle on client/family.
- Receives and implements referrals or nursing requests for assistance including transport of dialysis clients to and from dialysis unit, assisting with dietary needs and meals, etc.
- Provides liaison to interdisciplinary teams, community health and social agencies.
- Facilitates client/family participation in care by providing information about various programs and resources.
- Helps Indigenous clients/families receiving health services become self-advocates, experts and decision-makers around their own health by providing clients/families with access to information that will support them with decision-making.
- Identifies and works collaboratively with health care professionals and community organizations on issues and problems within the health care system to improve services for Indigenous clients/families.
- Provides referral information for various services, e.g. Mental Health, Support Services, Social Work, Palliative Care, etc.
- Provides service to Indigenous clients in other Southern Health-Santé Sud facilities as assigned.
- Mediates concerns between client/family and the care team.
- Functions as a member of interdisciplinary teams to help facilitate service that is culturally sensitive and therefore more productive and meaningful to the client.
- Responsible for communicating effectively, consulting and collaborating with members of the health care team.
- Participates in the planning and evaluation of care.
- Inputs data collection, analysis and evaluation of activity statistics related to client contact and interactions.
- Documents in the health record and communicates accurate information, observations and interventions in a timely manner.
- Exercises initiative in carrying out tasks and demonstrates sound judgement and time management skills.
- Uses critical thinking skills to guide decision making within scope of responsibility.
- Recognizes own level of competency and seeks appropriate direction or assistance.
- Reports pertinent information to the supervising position.
- Pursues opportunities to develop and enhance individual knowledge, skills and abilities.
- Identifies learning and development needs through self-assessment, peer feedback, and trends in current practice.
- Participates in continuing education to ensure skills are maintained and enhanced.
- Adheres to all Southern Health-Santé Sud policies and procedures.
- Maintains confidentiality in all matters relating to clients, staff and the organization.

- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

1. Successful completion of probation.
2. Biannual performance appraisal.
3. Performance will be measured against the above-identified essential functions and duties.
4. Performance that contributes to a respectful workplace, Southern Health-Santé Sud mission, core values, policies and procedures.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade twelve (12) high school education or equivalent (e.g. GED).

KNOWLEDGE REQUIRED:

- Knowledge of Indigenous and Non-Indigenous services and resources.
- Knowledge of health issues impacting Indigenous communities.
- Knowledge of Indigenous world views.
- Knowledge and proficiency in Microsoft Office and Outlook applications.

EXPERIENCE REQUIRED:

- Experience working with Indigenous people in a social service setting.
- Experience working in a team environment.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated proficiency in a local Indigenous language (Ojibway, Dakota, Cree).
- Demonstrated excellent interpersonal and communication skills.
- Demonstrated excellent problem solving skills.
- Demonstrated ability to work with minimal supervision both independently and as part of a team.
- Demonstrated ability to take initiative and anticipate needs.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.

- Good work and attendance record.
 - Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
 - All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
 - Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00.
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WORK CONDITIONS:

- No hazardous or significantly unpleasant conditions.
 - May work occasionally evenings and weekends as necessary.
 - Will be required to travel to other regional facilities as the position duties may require.
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SALARY SCALE:

As per CUPE Community Support Collective Agreement Salary Scale.

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.