



Southwest Ontario
Aboriginal Health
Access Centre

FT Client Care Coordinator

Status:	Full-time, permanent
Location:	Any SOAHAC location as a hub office (London, Chippewa, Newbury, Waterloo Wellington, Windsor, or Owen Sound)
Hours:	35 hours/week
Salary:	\$51,595 to \$60,700 per year
Paid Time Off:	3 weeks of vacation, plus sick days, spiritual/cultural leave, birthday
Benefits:	Comprehensive health, dental and more
Pension:	HOOPP (defined benefit plan)
Posting Date:	April 29, 2024
Deadline:	May 13, 2024

Southwest Ontario Aboriginal Health Access Centre (SOAHAC) is a diverse, dynamic, multiservice Indigenous health and wellness agency. We strive to provide quality, wholistic health services by sharing and promoting traditional and western health practices to enable people to live in a more balanced state of well-being. SOAHAC provides services to Indigenous people including those who live on and off reserve, status, non-status, Inuit, and Metis within the Southwest, Waterloo Wellington, and Erie St Clair regions. SOAHAC has a mandate of ensuring that health services are accessible, of high quality, and are culturally appropriate. It is SOAHAC's objective to build health care capacity within Indigenous communities. Currently, we are seeking the services of a **Client Care Coordinator** to join our interdisciplinary staff team to support **all SOAHAC sites**.

Reporting to the **Director, Client Care**, we are looking for a **Client Care Coordinator** to be a key player in keeping the day-to-day operations at SOAHAC running smoothly & moving key initiatives forward. This new role will be responsible for supporting a wide range of tasks including supporting multiple cross-functional projects and assisting with the coordinating of daily activities that ensure that our clinic sites can focus on client care delivery.

This position is part of the broader team of Coordinators and will be expected to assist with larger meetings and organizational wide events. These events may take place outside of regular hours; therefore, flexibility and the ability to travel between sites is essential to the role.

You will be a good fit for this job if you are:

- an excellent communicator
- extremely organized with an eye for detail
- tech savvy with above average computer skills
- a people person
- solution focused
- a multitasker
- excited by new challenges

Key Job Requirements

- Minimum of 3-5 years of experience in health care, public sector, First Nation Community or Not-for Profit organization(s) preferred.
- Experience managing multiple priorities simultaneously, including providing administrative support, tracking project progress, and following up on deliverable and milestones on important initiatives.
- Proven ability and experience using project management methodologies would be an asset.
- Demonstrated ability to work effectively and co-operatively with staff at all levels of an organization, members of the public, vendors and other partner, government, or health agencies.
- Ability to collaborate at all levels in the organization to ensure that administrative systems and processes are consistently followed and monitored for effectiveness and that gaps are identified and resolved.
- Excellent communication skills including the ability to prepare briefing notes, synthesize materials and prepare PowerPoints and meeting materials.
- Demonstrated ability to effectively plan, organize and manage complex projects with limited supervision or direction.
- Excellent community engagement and relationship skills both within Indigenous communities and non-Indigenous environments
- Superior critical thinking, analytical and problem-solving skills.
- Ability to handle sensitive and confidential information discreetly and professionally.
- Understands business objectives, annual organizational priorities and key deliverables, annual reporting cycles.
- Outstanding integrity, initiative, creativity, and passion
- Valid Ontario "G" Driver's license; personal auto insurance and access to a reliable vehicle
- Willingness to participate in Indigenous Cultural Safety Training, and ongoing cultural teachings and ceremonies.
- Clean and current vulnerable sector police check as a condition of employment
- Up to date immunization record

Responsibilities

- Coordinates times lines and deliverables for projects, reporting, committee/team meetings and external funding/performance/compliance reporting
- Provides cross-functional tasks and/or duties within the portfolio including quality initiatives and support implementation and monitoring of portfolio projects.
- Coordinates and/or leads project and special events
- Assists in research, preparation, and reporting of a wide range of information requests
- Analyzes data and creates reports for the Leadership Team to support decision making.
- Provides administrative support to the Client Care Portfolio including creating agendas and presentations to prepare for meetings.
- Keeps the Management Team updated on priority initiatives and key projects.

- Recommends quality improvement ideas to facilitate effective and efficient processes.
- Identifies issues for escalation to the Director with proposed solutions.
- Ensures documentation is maintained throughout projects and tasks using shared, collaborative workspaces.
- Build relationship with multiple teams in alignment with project plans and assigned responsibilities.
- Supports a successful internal & external communication strategy through proficiency with a variety of communication platforms: SharePoint, MS Teams, YouTube, Facebook, LinkedIn
- Analyze project progress and performance and produce status reports.
- Supports culturally appropriate outreach, focus groups, community engagement and knowledge sharing.
- Promotes an environment that encourages and supports changes and compassion.
- Completes and submits to Concur Financial Software
- Superior knowledge of MS Word, Excel, PowerPoint, and all other MS Applications, along with Canva, Sharepoint, and Concur

This job may require additional responsibilities and duties as assigned by Southwest Ontario Aboriginal Health Access Centre.

This position is full time (35 hours/days per week). Salary is competitive and subject to experience. Comprehensive benefits and HOOPP pension package included.

SOAHAC values diversity and is an equal opportunity employer; however, hiring preference will be given to qualified Indigenous applicants. SOAHAC is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation to apply or if selected to participate in an assessment process, please advise Human Resources.

If you are interested in applying for this position, please forward your cover letter and resume to:

Email: careers@soahac.on.ca

Subject line: FT Client Care Coordinator, Any SOAHAC Site

Or mail to:
 Human Resources
 Southwest Ontario Aboriginal Health Access Centre
 493 Dundas St
 London, ON N6B 3E1

Closing Date: May 13, 2024

Please visit Southwest Ontario Aboriginal Health Access Centre online at: www.soahac.on.ca or like us on www.facebook.com/soahac to learn more about us!

We thank all those for applying but only those selected for an interview will be contacted.