

## Job Description

**Title** *Health Centre Coordinator/ Children and Families Representative*

**Reports To** *Band Administrator*

---

### Job Summary

The Health Centre Coordinator / Child and Families Representative contributes to the overall success of the organization by coordinating the effective development, provision, and evaluation of programs and services in the community according to the organization's vision, objectives, and strategic direction. This includes overseeing facilities, staff and volunteers, as well as managing the day-to-day operations of the health care services, alcohol and drug prevention, cultural activities, and community advocacy programs and initiatives. As an advocate for healthy families and communities, the Health Centre Coordinator / Child and Families Representative has excellent communication skills and is a results-oriented individual with an ability to establish productive and effective relationships.

### Duties and Responsibilities

#### Operations:

1. Develops an operational plan which incorporates goals and objectives for programs and services aligned with the strategic direction, including program delivery and evaluation
2. Liaises with health and social development teams to jointly develop and coordinate mutually agreed upon priorities and activities relating to programs and services
3. Conducts needs assessment with the community to identify gaps and provide targeted services to the community's needs
4. Ensures that traditional and cultural health approaches are incorporated into all community health services
5. Assists in the coordination of the community's emergency response planning procedures
6. Provides support in establishing operational policies for the program
7. Develops a communication strategy for public awareness of programs and events
8. Participates in various community support, council and committee meetings to provide reports and information about programs

#### Human Resources and Administration:

1. Oversees and supervises all program staff; coordinates and participates in the recruitment of staff
2. Takes responsibility for the orientation, performance review and development of staff
3. Manages team performance by setting expectations and regularly reviews performance with staff; acts as coach and mentor to address performance issues; and consults with Band Administrator when progressive disciplinary actions are required
4. Ensures employee compliance with Band policies and procedures
5. Coordinates and leads staff meetings, sets the agenda, provides minutes and clearly communicates Band information to all staff
6. Keeps the Band Administrator informed of sensitive and important issues and events
7. Prepares and submits regular activity reports to appropriate agencies and the community
8. Creates a safe and healthy work environment
9. Ensures there is a system of checks and balances for the maintenance of accurate and confidential client files and records

#### Children and Families Representative:

1. Provides advocacy supports for individuals and supports families through court proceedings when appropriate to the position, and supports clients through mediation, or case conference sessions as required.
2. Liaises with governing bodies and delegated agencies in identifying children at risk and supports the family during investigations of reported child abuse and neglect while cooperating with Law Enforcement, Probations, First Nations Court Workers and the Ministry of Children and Families.

1. Coordinates Ministry of Children and Family Development and family members to jointly explore the best possible options for the client and children, ensuring safety concerns are a priority within a holistic view including physical, emotional, spiritual and psychological wellbeing
2. Develops yearly program work plans and strategic planning by liaising with health and other staff. They will also encourage community feed back to jointly develop and coordinate mutually agreed upon priorities supports and activities. This plan will align with organizational goals while prioritizing health and wellbeing promotion within the community
3. Coordinates, collaborates and facilitates to offer new and existing programs including but not limited to; foster parenting promotion and supports, family, children or group educational programs
4. Provides home visits both alone and with other appropriate service providers
5. Maintains secure client files and prepares and submits regular activity reports to appropriate agencies
6. Ensures compliance with reporting requirements, including monthly reporting and collecting of statistics

#### **Finance / Reporting:**

1. Establishes and monitors an annual operating budget
2. Ensures compliance with reporting requirements, most importantly working with Finance to complete financial reporting for respective government funding bodies
3. Writes proposals to secure funding to develop programs
4. Other duties as assigned or required

*The duties listed are provided as examples of area of responsibility and are not intended to create limits to responsibility but to help understand the scope of the position. All staff are expected to be team oriented and maintain confidentiality of all information gained while working with the organization.*

#### **Qualifications**

##### **Education:**

- Diploma in Business, Health Administration or Social Work

##### **Competencies:**

The Health Centre Coordinator / Child and Families Representative should demonstrate competence in some or all of the following:

- Respect for Others – Builds Trust - Interacts sensitively, respectfully and in a non-judgmental manner to develop and maintain co-operative relationships. Models the values of the organization and demonstrates integrity in all actions
- Influence and Impact - Uses knowledge of situations to identify potential impacts and uses persuasion, presentation, or negotiation to convince others to adopt a specific course of action
- Communicates Information - Communicates and discusses with team critical information including rationale behind decisions. Creates an environment where open honest communication is valued and develops strong, cooperative relationships
- Manages Change - Demonstrates effectiveness in changing environments, tasks, responsibilities and people by supporting change. Helps others understand what the change means to them and builds commitment to the process
- Innovation - Makes an effort to improve performance or operational activities by trying new things, finding new ways of doing things and looking for improvement
- Analytical Thinking - Observes identifies and organizes information to detect underlying issues. Recognizes patterns to interpret implications, ascertain solutions and make recommendations

##### **Skills and Abilities:**

- Proficiency in the use of computer programs for word processing, databases, spreadsheets, email and the internet, to the intermediate level (capable of using a large number of functions and feel confident using the program)
- Knowledge of public health practices, disease prevention, nutrition, and other health related topics
- Ability to work independently and build effective interpersonal relationships
- Ability to self-regulate, meet deadlines, have attention to detail, and respect confidentiality
- Ability to deal with demanding interpersonal situations and respond with good judgment and understanding
- Ability to analyze and independently problem solve.

**Experience:**

- Three to five years business, health, social work or related experience

**Working Conditions**

- Travel to client homes or other related organization locations will be required
- Must be able to obtain and maintain a Criminal Records Check
- Must be able to obtain and maintain a valid BC Driver's Licence
- Must provide a vehicle in good operating condition and appropriate vehicle insurance to meet program requirements
- Receives minimal supervision with occasional direction and very few checks of the work performed

**Directly Supervises**

- Administrative Health Receptionists, Community Health and Wellness Counsellor, Home and Community Care Worker, Driver, Activities Worker
- Coordinates essential service delivery with Three Corners Health

**General Category:**

- Operates as part of a team and is flexible about the boundaries and functions of the job
- Maintains open and professional communications with co-workers, board members and all others who do business with the society or member bands
- Ensures that all internal and external deadlines are met
- Travels as required in the performance of their job
- Serves on committees as directed by the Band Administrator
- Takes responsibility for identifying upgrading of personal skills necessary to perform job duties
- Successfully completes all training courses undertaken at the direction of Band Administrator or Supervisor
- Maintains confidentiality of all information seen, heard or obtained by virtue of employment
- Recognizes and respects all cultural diversity and an understanding of Aboriginal culture

**Position Classification:**

Salary Grid Level:

Security Level:

<p><b>I have read the duties and responsibilities assigned to this position and described in this document. I agree to undertake these duties and responsibilities. I understand that this job description will be used as source to evaluate my job performance.</b></p>	<p>Employees Signature: _____ Name: _____</p>	<p>Date: _____</p>
<p><b>The information contained in this document represents a realistic description of the duties and responsibilities of the described position as of the effective date.</b></p>	<p>Supervisor Signature: _____ Name: _____</p>	<p>Date: _____</p>