



Employment Opportunity
Care Coordinator (full-time)
February 2018

Are you a team player with a passion for working with Indigenous people? Do you thrive in a team environment where you are valued, challenged and supported? Are you ready for a role that will allow you to provide trauma-informed intensive case management to Indigenous people with complex health and mental health needs? If so, then this opportunity is for you!

The Wabano Centre for Aboriginal Health is an award-winning Health Access Centre that provides holistic health services to First Nation, Inuit and Métis people living in Ottawa - one of the fastest growing and diverse urban Indigenous communities in Canada. Wabano is a fast-paced, client-oriented organization that models the Indigenous values of balance, respect and community interdependence.

Purpose of Position:

The Care Coordinator is responsible for providing quality, client-centred case management to community members living with complex medical and mental health needs. The Care Coordinator will use an intensive case management approach, bringing all members of the care team together (internal and external care providers), including the client and their personal supports, in order to develop and implement a coordinated care plan based on the priorities identified by the client. The Care Coordinator will regularly meet with the client and their supports in order to improve their experience in the health and social service system through creatively problem solving issues and working with health and social service partners to advocate and hold them accountable for their role in the client's care plan.

Responsibilities:

- Manage a case load of complex clients in collaboration with relevant health and social service care providers (both Wabano and external care providers);
- Establish a plan of integrated care for clients (program integration) that includes all of the care they are receiving inside of Wabano and with outside organizations;
- Play a key role in improving the client's experience within the health and social service systems and between members of the client's care team;
- Provide education and coaching to the client and the client's supports in various areas that may include chronic disease self-management, coping skills, effective



communication and other life skills;

- Accompany the client to appointments when needed in order to ensure the client's voice is heard and receiving appropriate high-quality service;
- Monitor the progress of the care plan and adjust the plan as needed based on the client's needs, goals and strengths;
- Other relevant tasks and admin associated with the position.

Qualifications:

- University level degree in Social Work, Nursing, Occupational Therapy or a related health field;
- Must be a registered Social Worker, Registered Nurse, Occupational Therapist or other relevant health profession;
- Demonstrated ability to provide trauma-informed care;
- Friendly demeanor and excellent customer service skills;
- Demonstrated ability to work effectively on a team and individually;
- Strong communication and interpersonal skills;
- Proficiency in the use of computers and various software applications;
- Demonstrated ability to work with the Indigenous population and sensitivity to Indigenous issues;
- The commitment to learn about Indigenous culture to better understand and serve the clients of the Centre.

Specifications:

- Criminal reference check for working with the vulnerable population is required
- **Those of First Nations, Inuit and Métis descent will be given preference (please self-identify)**

To pursue this opportunity, please submit a covering letter and Curriculum Vitae to jobs@wabano.com by **February 23, 2018**.

We thank all those who apply. Only those selected for further consideration will be contacted. Wabano is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity or interviewing, please advise if you require accommodation.