



EMPLOYMENT OPPORTUNITY

Care Coordinator (Full-time)

You understand different health conditions and how to navigate the healthcare system. As a professional you can assist others in understanding healthcare information and directions in care plans. You like to be an advocate for people and want to help shape patient care.

Consider Wabano as your next career opportunity where you will provide trauma-informed intensive case management to Indigenous people with complex health and mental health needs. At Wabano you will be valued, challenged and supported!

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, consulting 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.

Some of the responsibilities of this position are:

- 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 received 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;



Qualifications:

- Post-secondary completion in Social Work, Health Sciences, Public Health, or a related health field;
- Demonstrated ability to provide trauma-informed care;
- 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;
- Excellent customer service skills, strong communication and interpersonal skills;
- Demonstrated ability to work effectively on a team and individually;
- Proficiency in the use of computers and various software applications;
- Clear criminal reference check to work with vulnerable population is required.

First Nations, Inuit or Métis candidates will be given priority, please self-identify.

To pursue this opportunity, please submit a cover letter and resume to jobs@wabano.com.

This opportunity will remain open until filled. Tell us your story early!

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.