



## CHIPPEWAS OF NAWASH UNCEDED FIRST NATION

### Medical Transportation and Health Benefits Clerk

**Department:** Health and Wellness  
**Program:** Health and Wellness  
**Type of Employment:** Full-time Permanent  
**Reports To:** Health Manager  
**Hours of Work:** 30 hours per week

#### JOB PURPOSE

The Medical Transportation Clerk is responsible for the coordination of medical transportation for the community members of the Chippewas of Nawash Unceded First Nation; and ensure the FNIHB Medical Transportation Directive is implemented. They are the frontline contact for the community members on health benefits.

#### KEY DUTIES AND ACCOUNTABILITIES

- Implement the FNIHB Medical Transportation policy in the coordination of medical transportation benefits for Chippewas Nawash Unceded First Nation members
- Assist community members with all non-insured health benefits applications and follow up with all required documentation
- Maintain records/filing systems for Medical Transportation and Health Benefits Programs
- Prepare notices and articles related to program for inclusion in the newsletter
- Schedule and coordinate all medical transportation trips - informing clients and drivers of all necessary information
- Obtain prior approvals and make all arrangements for long distance medical trips
- Prepare monthly activity reports for Committee and Band Council
- Prepare and submit reports to Health Canada as set out in the Contribution Agreement
- Facilitate meetings with drivers as needed
- Prepare and maintain a current log of all medical transportation trips for statistical purposes
- Ensure that all invoices are prepared and submitted to Health Canada at a minimum of once monthly for reimbursement to the Medical Transportation Program
- Prepare driver schedules and payroll on a weekly basis
- Attend all staff, committee, interagency meetings and trainings as directed
- Act as back-up front desk reception as directed
- Provide general administrative/clerical support services to the Health Centre
- Perform other duties as assigned that are reasonably related to the role

## **REQUIREMENTS**

### **Education and Experience:**

- Grade 12 or equivalent
- One (1) year work experience in an office setting that data entry
- Experience working in a First Nation or Indigenous community and or similar organization

### **Designations, Licences & Requirements:**

- Acceptable recent Criminal Record and Vulnerable Sector Check
- CPR First Aid or ability to obtain within probationary period
- Training and Certification in WHMIS, 2015, Occupational Health & Safety Awareness, Workplace Violence & Harassment Training, COVID-19 Health & Safety, Health & Safety Overview

### **Knowledge, Skills & Abilities:**

- Knowledge of the structure of First Nation, culture and traditions
- Experience or knowledge of non-insured health benefits
- Skilled with office equipment, computers and various software including Microsoft Office, Word, Excel
- Financially literate and understanding of basic accounting principles
- Skilled and organized for ensuring safe and effective file management system
- Ability to take accurate notes, write reports and perform data entry

## **PROBLEM SOLVING & COMMUNICATION**

- Good written and verbal communication and customer service skills for interacting with internal and external individuals to build and maintain relationships
- Solve problems using policies and procedures with minimal supervision
- Adhering to confidentiality and handling private and sensitive matters and documents with discretion and tact
- Conflict resolution for handling difficult situations and or persons

## **DECISION MAKING & IMPACT**

- Make decisions within policy using sound judgement
- Decisions can have impact on employees, clients, expenses, safety, etc. and can affect the operations and reputation of the Program and organization in the short-term

## **SAFETY RESPONSIBILITIES**

- Ensure thorough understanding of Health and Safety Policy and Procedure Manual and Occupational Health and Safety acts and regulations
- Ensure using prescribed protective equipment and/or devices for safety and setting example
- Follow reporting for potential and actual hazards
- Take every reasonable precaution in the circumstances for the protection of self and others

## **STAFF REPORTS**

- No direct reports, but may be required to show others how to perform tasks

## **WORKING CONDITIONS**

1. Physical Demands – Long periods of sitting at computer, some standing and walking. Lifting items up to 10lbs.
2. Environment – Mainly an office environment and indoor locations with some exposure to outside during travel and events. Minimal exposure to hazardous material (cleaning supplies)
3. Mental Effort – Quick thinking for frequent handling of difficult situations and or persons that some may find stressful and or upsetting
4. Position Type/Expected Hours of Work – Full-time permanent 30 hours per week with availability to work evenings and weekends for operational requirements

This job description is intended to convey information essential to understanding the scope of position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position.

**I hereby acknowledge and agree to comply with the above job description necessary to fill the position.**

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**Employee Name**

**Employee Signature**

**Date**

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**Supervisor Name**

**Supervisor Signature**

**Date**