



INDEPENDENT FIRST NATIONS ALLIANCE

Job #180 After Hours Support Coordinator

Location: Remote

Department: Health Services

Type of Role: Part-Time

Are you passionate about providing essential client navigation, administrative support, and coordination services for Health Services? This role requires strong critical thinking skills, problem-solving skills, and independent judgement while maintaining cultural safety, professionalism and confidentiality. The role will report to the Health Services Project Coordinator.

Responsibilities:

- Respond to IFNA Health Services inquiries outside regular hours, including client navigation and program-related requests.
- Provide timely and accurate information to clients, families, and service providers.
- Assist with client travel and accommodation coordination, ensuring required documentation is completed.
- Manage the after-hours phone line, triaging and redirecting matters as needed.
- Submit handoff reports before the next business day for ongoing matters.
- Maintain accurate records of inquiries and resolutions, ensuring privacy and confidentiality.
- Handle routine administrative tasks and create purchase orders as needed.
- Manage financial resources to support timely resolution of after-hours inquiries.
- Uphold IFNA's commitment to cultural safety and respect in all interactions with clients and communities.
- Maintain a high level of professionalism and confidentiality when handling sensitive and personal health information.
- Engage with First Nations communities in a culturally appropriate and responsive manner.

Position Requirements:

- Post-secondary education (health, social services, business administration, or related field preferred).
- Minimum 3 years' experience in client navigation, administration, or support services.
- Experience coordinating travel and developing purchase orders.
- Experience working with First Nations communities.
- Knowledge of Jordan's Principle and health services navigation an asset.
- Clear Background and Vulnerable Sector Check.



- Possess a valid Ontario Driver's License and reliable vehicle, along with a clear driver's abstract.
- Proficiency in the use of computers and various database software applications including Microsoft 365 applications including MS Word and Excel.
- Strong critical thinking and problem-solving skills with the ability to work independently.
- Excellent communication and interpersonal skills.
- Ability to manage multiple priorities in a fast-paced, after-hours environment.
- Proficiency in handling financial processes, including creating purchase orders.
- Preference will be given to members of IFNA member Nations and other First Nations peoples.
- The ability to speak a language and dialect of an IFNA member Nation is considered an asset.
- Must be available for on-call duties during weekends.

Note: Flexibility is key at IFNA. You may occasionally cover tasks outside your role, ensuring comprehensive support for our organization's mission.

Why Join IFNA? If you're ready to contribute to our organization and make a meaningful difference, apply now to join our team. We welcome individuals who are committed to supporting the well-being of our communities.

Salary Range: \$30.22 - \$35.71 per hour.

Schedule: 4:30 or 5pm - 12am with weekends, overtime and on-call availability.

Submit your resume and cover letter outlining your relevant experience and why you are the ideal candidate for this position to recruitment@ifna.ca identifying **Job #180**. We look forward to welcoming you to our team!

Deadline: Position will be open until filled.

Please note that only candidates under consideration will be contacted.

We value diversity and encourage individuals from Indigenous backgrounds to self-declare, as preference may be given to candidates with such backgrounds in line with our commitment to inclusivity and community representation.

IFNA encourages any applicant with accessibility considerations to come forward throughout the recruiting processes.