



Leadership.

Focus.

Excellence.



**BC WOMEN'S
HOSPITAL+
HEALTH CENTRE**

An agency of the Provincial
Health Services Authority



BC Women's Hospital & Health Centre (BCW) is the only facility in British Columbia devoted primarily to the health of women, newborns and families. It provides a broad range of specialized women's health services that address the health needs of women of all ages and backgrounds. BC Women's is one of the largest maternity facilities in Canada, with over 7,000 births a year, and is both the major primary and secondary maternity services provider in the Lower Mainland and the cornerstone of the provincial tertiary care system. As an academic health centre BCW's mandate includes providing strong leadership in research and the education and professional development of health care professionals in areas related to the health of the populations we serve.

BCW is an agency of the **Provincial Health Services Authority (PHSA)**, which plans, manages, and evaluates selected specialty and province-wide health care services across BC. PHSA embodies values that reflect a commitment to excellence. These include:

Respect people • Be compassionate • Dare to innovate • Cultivate partnerships • Serve with purpose.

Aboriginal Patient Advocate

Reference # 52054

Casual Opportunity

Indigenous Women's Health

4500 Oak Street

Vancouver, BC

Reporting to the Program Coordinator, Aboriginal Health Program, Specialized Women's Health, the Aboriginal Patient Advocate is responsible for providing day-to-day advocacy support to aboriginal patients, and their families of Children's & Women's Health Centre of BC (C&W). In conjunction with the Aboriginal Health Program team (program team) the Advocate will develop and implement culturally appropriate services that assist in improving the health of aboriginal patients and their families. The aboriginal patient advocate promotes interdisciplinary collaboration and communication and provides information and referrals to First Nation communities and Aboriginal organizations throughout BC and maintains workload data bases and reporting requirement set by C&W.

Duties / Accountabilities

- Serve as a point of contact for Aboriginal patients and their families, C&W health care providers, First Nation/Aboriginal communities/organizations, who are requesting support and advocacy directly related to patients at C&W.
- Meets with aboriginal patients and their families and attends medical rounds with C&W health care providers on request to assist/discuss the needs of aboriginal patients and their families to access hospital and community based resources, including Non-Insured Health Benefits (NIHB) issues. Documents necessary information in the patient's charts, kardexs and program database.
- Works in collaboration with the program team in the development of in-house education materials and delivery of Cultural Awareness educational sessions for all C&W staff. Conducts annual Patient Satisfaction survey and provides monthly workload statistics through maintaining a daily workload measurement database.
- Liaises with on-site services and programs with respect to service delivery for aboriginal patients and families. Participates in work related committees that will lead to the improvement of services for aboriginal patients and their families.
- Plans and carries out special projects in collaboration with the program team (such as Aunties in Action).
- Participates in general hospital orientation sessions to develop a comprehensive understanding of the role of the Aboriginal Patient Advocate.

Qualifications

A level of education, training and experience equivalent to a Diploma in health care, Social Work, or relevant field with extensive understanding of the health care system and two (2) years recent related experience working with Aboriginal communities in British Columbia.

Extensive knowledge of community-based Aboriginal organizations in British Columbia. Extensive knowledge of health issues, specifically mental health issues, addiction and diseases impacting Aboriginal communities. Extensive knowledge of urban health and social programs and services that target First Nations'/Aboriginal people. Knowledge of the Non-Insured Health Benefits and Medical Service Plan. Demonstrated ability to initiate and maintain collaborative working relationships. Ability to communicate effectively both verbally and in writing. Demonstrated facilitation, conflict resolution and problem-solving skills. Demonstrated ability to deal with cultural issues. Ability to operate related equipment including word processing, spreadsheet and database programs. Physical ability to perform the duties of the job.

We invite you to apply by clicking the link below, then on the "Apply Here" button where you can register for the first time or enter your Username and Password in order to re-access your profile in our system.

<https://jobs.phsa.ca/job/vancouver/aboriginal-patient-advocate/909/3319844>

Applications will be accepted until position is filled.

For more information about Indigenous Women's Health Program at BC Women's Hospital, please visit the website at: <http://www.bcwomens.ca/our-services/indigenous-health/indigenous-womens-health>

The PHSA is committed to employment equity and hires on the basis of merit. We encourage applications from all qualified individuals, including Aboriginal peoples, persons with disabilities and members of visible minorities.

