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| POSITION TITLE: | Aboriginal Patient Liaison Worker | FACILITY: | NPO-North Peace Health Services |
| DEPARTMENT: | Social Work | SUPERVISOR TITLE: | Health Service Administrator |
| LOCATION: | Fort St. John , B.C. | JOB CODE: | 10260 |
| BARGAINING ASSOCIATION: | Facilities: HEU 30 | CLASSIFICATION NAME: | Social Service Assistant II |
| RATE: | 1.GR30 | | (HSCIS#: 15502) |
| DATE ESTABLISHED: | October 15, 2008 | REVISED DATE: | May 2011 |

APPROVED BY:

Joanne Cozac
Manager of Patient Care

Wally Trofimenkoff
H.R. Advisor

June 16, 2014
DATE

JOB SUMMARY:

The Aboriginal Liaison Worker (ALW) will be responsible for providing a bridge between aboriginal communities and their culture, and the NH health care providers in the North Peace Health Services Delivery Area with the intent to improve access to service, and the quality of health care provided to Aboriginal Peoples and their Elders. The ALW facilitates the exchange of information and assists in problem solving between the patient / family and the healthcare professionals during the patient's episode of care. As well, the ALW is a patient advocate, assisting the patient and staff to address cultural or other requirements as needed. The ALW is responsible for increasing staff and physician understanding about the Aboriginal Culture through educational workshops or learning opportunities.

TYPICAL DUTIES & RESPONSIBILITIES:

1. Acts as liaison about healthcare issues between the Health Care Services in the NP and the local Aboriginal /First Nations agencies and communities.
2. Acts as Patient Advocate for patients/families in health care facilities to assist with such things as feeling safe to express themselves, understanding their diagnosis and what care is needed, conversing with them in their language to help cope with homesickness, addressing their spiritual needs through referral, or creating awareness of the healthcare services available.
3. Participates in service planning activities with northern communities and aboriginal organizations
4. Orientates the patient to the Hospital /LTC facility.
5. Develops with interdisciplinary team at facility, an individualized discharge plan to address the issues for the patient's safe return, utilizing Hospital and Community resources.
6. Assists and coordinates patient discharges in conjunction with Fort St John Hospital physicians and staff, and liaising with community health program workers to ensure prompt and accurate exchange of patient health information.
7. Assists the patient/family to work with health care professionals in discharge planning in order to facilitate the patient's safe return to the community including an understanding about the availability of aboriginal community supports, safety issues in the home or community, cultural expectations and gaps in service.

TYPICAL DUTIES & RESPONSIBILITIES CONT'D:

8. Acts as a translator or arranges interpreters to assist with the exchange of information and understanding in order to make decisions.
9. Assists patients in completing healthcare paperwork (ie. consent forms).
10. Documents in patient's chart and care plan as appropriate and according to NH policies.
11. In collaboration with the NP Educator, promotes increased understanding and knowledge about the aboriginal culture and service challenges for NH Staff and Physicians through on the spot education or planned learning opportunities.
12. Promotes care that is sensitive to the differences patients may have in their experiences and responses due to their heritage, socioeconomic situation, ethnicity and cultural background.
13. Promotes the aboriginal cultural philosophy regarding holistic healing
14. Refers and networks to other Health Care professionals for service as needed
15. Networks with Community/Bands/Nurses/Physicians/interdisciplinary team at health care facility.
16. Consults/collaborates/participate/interdisciplinary planning for patients
17. Other related duties as assigned.

REQUIRED EDUCATION, TRAINING AND EXPERIENCE:

- Graduation from a recognized degree program in Social Science, plus
- One (1) year of recent related experience, or
- An equivalent combination of education, training, and experience.
- Class 5, BC Drivers' License – may be required to provide own vehicle for work purposes.

SKILLS AND ABILITIES:

- Ability to communicate effectively both verbally and in writing.
- Ability to communicate effectively in Beaver and Cree
- Ability to deal with others effectively.
- Physical ability to carry out the duties of position.
- Ability to organize work.
- Ability to operate related equipment.