

**Vuntut Gwitchin Government**

- A. **Identification:** Home & Community Care Coordinator
- Department:** Health & Social Programs
- Supervisor:** Manager, Health and Social Programs
- Date:** August 2005
- Status:** Part-time
- Level:** 5
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B. **Job Summary:**

As a team member in Health and Social Programs, and reporting to the Manager, this position is responsible for coordinating services as outlined in the Home & Community Care Service Delivery Plan. This position is funded by a contribution agreement with the First Nation and Inuit Health Branch of Health Canada.

C. **Main Duties:**

**Coordinates the Home Support program by:**

- Participating as a team member in assessing level of assisted living and home care services needed by adults and clients with disabilities in their homes in Old Crow
- Interviewing and hiring care workers to provide services
- Arranging work schedules, and assigning and monitoring tasks of care workers
- Communicating regularly with other community service providers (e.g. nurses, YTG Social Services) and family members regarding service delivery issues
- Participating in case management meetings
- Developing policies and procedures
- Evaluating program and recommending changes and additions to supervisor
- Implementing approved changes and additions

**Coordinates the Elder Heating Fuel program by:**

- Confirming at the start of each heating season who needs the service
- Arranging for purchase and delivery of heating fuel to elders
- Ensuring that heating sources in the homes are functioning properly
- Developing policies and procedures
- Evaluating program and recommending changes and additions to supervisor
- Implementing approved changes and additions

**Coordinates various community care services by:**

- Interviewing, hiring and monitoring community care van drivers
- Ensuring community care van is serviced on a regular schedule
- Ensuring community care van is used as per written policy
- Overseeing the community meal program
- Organizing social activities and other services for elders
- Developing policies and procedures
- Evaluating services and recommending changes and additions to supervisor

- Implementing approved changes and additions
- Ensures that the Gathering Place/Safe House building is cleaned, supplied and ready for occupants

**Completes administrative tasks for home and community care program by:**

- Preparing yearly budget
- Monitoring expenditures
- Completing and submitting claims to third party funders
- Keeping records and confidential client files
- Advertising services and consulting with community members
- Creating and word processing documents such as letters, memos, and reports

**Provides departmental office support services by:**

- Greeting clients and co-workers, ascertaining nature of business and directing to appropriate person
- Responding to general inquiries
- Assisting with maintaining a collection of various resources
- Giving out information from the collection to clients
- Filing confidential client and departmental information
- Preparing and submitting to Finance cheque requisitions, purchase orders, travel claims, receipts and other documentation

**D. Job Knowledge and Skills:**

**Education**

- Minimum grade 10 or equivalency, or relevant work experience and training
- Knowledge of Umbrella Final Agreement (UFA), Self Government Agreement (SGA) and First Nations Final Agreement (FNFA).
- Knowledge of effective office procedures
- Knowledge of basic book keeping
- Knowledge of records management techniques
- Knowledge of elder care
- Knowledge of assisted living methods

**Management Skills:**

- Ability to be a team player and work with people from various disciplines and cultures
- Ability to problem solve
- Time management and organizational skills.
- Ability to assume responsibility, prioritize tasks and meet deadlines
- Ability to develop policies and procedures
- Ability to supervise

**Specific Skills:**

- Ability to create documents using MS Word and MS Excel
- Ability to use computer functions such as Windows and email
- Ability to create and maintain records management systems
- Ability to organize meetings and events
- Ability to make travel arrangements
- Ability to follow budgets
- Ability to understand financial reports

**Interpersonal Skills:**

- Incumbent must be comfortable in a cross-cultural setting.
- Incumbent must be comfortable living in an isolated setting with extreme temperatures and light.
- Ability to meet and greet the public and business associates with a positive helpful

- attitude and maintain a professional manner
- Ability to communicate effectively and diplomatically, both verbally and in writing, with co-workers, community residents, VG citizens, outside agencies, partners and business associates.

E. Decision Making:

The incumbent works as a team member in Health & Social Programs, following established priorities, objectives and procedures. Decision-making is required for assisting clients, setting daily work priorities, supervising staff, providing efficient office support services, and when planning meetings and events.

F. Impact/Accountability:

This position is accountable for decisions made in the course of work, in meeting deadlines, and following directions from the supervisor. Proper delivery of services has high impact on the quality of clients' lives.

G. Key Personal Contacts and Nature of Contacts:

Who	Purpose	Frequency
Supervisor	Informing and discussing tasks, and receiving direction.	Daily
Clients	Providing service	Daily
Co-workers	Information exchange, planning	As needed
Van Drivers/Care Workers	Giving direction; monitoring work	Daily
Vuntut Gwitchin Citizens & general public	Answering or directing inquiries, and information exchange.	As needed
Community Nurse	Information exchange	As needed

H. Positions Supervised:

Number of positions supervised: 6-10 – on call van drivers, and p/t care workers

I. Working Conditions:

This position is generally located in a normal office environment.

**Spiritual:**

Respecting traditional beliefs and practices while delivering modern services.

**Physical:**

Approximately 60% of time using the computer  
 Visiting homes of clients during cold temperatures  
 Isolated living conditions in extreme temperature and light conditions

**Mental:**

Striving for quality service while multi tasking  
 Assisting multiple clients

**Emotional:**

Dealing regularly with clients and family members who are under personal stress, or have varying social values, or who are not comfortable with, or don't understand changes.

J: Conditions of Employment

- Ability to communicate using the Gwich'in language would be an asset
- Willingness to follow policies and procedures
- Willingness to work some evenings and weekends and use flex time
- Class 5 driver's license would be an asset
- Criminal record check

***SIGNATURES*** Supervisor:

<p>I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p>	<p>Incumbent: I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p>
<p>_____ Supervisor</p>	<p>_____ Incumbent</p>
<p>_____ Date</p>	<p>_____ Date</p>