

Vuntut Gwitchin Government

- A. **Identification:** Home & Community Care Coordinator
- Department:** Health, Social & Recreation Department
- Supervisor:** Manager, Health and Recreation Programs
- Date:** August 2010
- Status:** Full-time
- Level:** 5
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B. **Job Summary:**

Reporting to the Manager, Health and Recreation Programs this position oversees the Elders and persons with disability programming in the community which includes home support, elder wood program and meals on wheels program among others. This position supervises the home support workers.

C. **Main Duties:**

Oversees 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
- 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
- Evaluating policies and procedures and recommending changes or additions to supervisor
- Evaluating program and recommending changes and additions to supervisor
- Implementing approved changes and additions
- Keeping records and confidential client files
- Advertising services and consulting with community members
- Creating and word processing documents such as letters, memos, and reports

Oversees 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 and liaising with Government Services to arrange for repairs when required.
- Assisting in developing policies and procedures
- Evaluating program and recommending changes and additions to supervisor
- Implementing approved changes and additions

Coordinates various community care services by:

- Overseeing the meals of wheels program for elders and persons with disability
- Organizing social activities and other services for elders
- Assisting in developing policies and procedures
- Evaluating services and recommending changes and additions to supervisor
- Implementing approved changes and additions

Completes administrative tasks for home and community care program by:

- Preparing yearly program budget and submitting to supervisor
- Monitoring expenditures
- Completing and submitting claims to third party funders

Hire and Supervises staff by:

- Assisting with interviewing and selection of new staff
- Arranging work schedules, and assigning and monitoring tasks of care workers
- Discussing training needs with staff and the Human Resources Dept. and monitoring implementation of plans, and evaluating effectiveness of training
- Assisting with problem solving and personnel issues.
- Approving timesheets and leave as needed.
- Ensuring compliance with WCB regulations and reporting job injuries to Human Resources Dept.

Provides office support service when incumbent is away 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 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 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: Part time Homemaker workers (4-5)

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 40% of time using the computer
 Moderate lifting when preparing meals or delivering on meals to clients homes
 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.

Physical Hazards

Alone in an isolated office , as well as on home visits, this position is at risk of abuse and assault by clients who may be involuntary and/or violent and/or disturbed and/or under the influence of alcohol and drugs.

Psychological Hazards

There is stress from threats and verbal abuse by dissatisfied or involuntary clients, their families and political advocates, and stress from being unable to have a sense of belonging and support for ones work... the position regularly exposes the incumbent to stress

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
- Oath of Confidentiality

SIGNATURES Supervisor:

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|---|---|
| <p>Supervisor:</p> <p>I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p> <hr/> <p>Supervisor</p> <hr/> <p>Date</p> | <p>Incumbent:</p> <p>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> <hr/> <p>Incumbent</p> <hr/> <p>Date</p> |
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