



Primary Care Network, Indigenous Lead

In recognition of the critical importance to this role of a lived understanding of Indigenous communities, history, values and culture, and in keeping with the BC Human Rights Tribunal pursuant to s.42(3) of the Human Rights Code, Indigenous applicants preferred. Please self-identify in your application.

Title: Primary Care Network, Indigenous Lead

Employer: Victoria Native Friendship Centre (VNFC)

Reporting: Dual reporting to VNFC and the Director, Victoria Primary Care Network (PCN)

Role Summary

Reporting through the VNFC, the Indigenous Primary Care Network Lead will be responsible for providing an Indigenous lens on all aspects of the planning, organizing and directing of the staff and activities within the PCN. The Lead will act as a service and be accessible to both Indigenous and settlers. The role will include engaging with partner organizations to achieve the shared goal of improving health outcomes for Indigenous peoples and providing leadership in the delivery of Indigenous health services with a focus on coordination and integration along the continuum of care. The Lead will lead or assist with projects and propose new initiatives; liaise with and between other programs; and assist with engagement, communications and quality improvement activities.

They will work in collaboration with family physicians and nurse practitioners, pharmacists, social determinants of health workers, nurses and other care providers to provide a seamless, holistic and culturally safe approach to health and wellness.

Health Partners

The Victoria PCN is a partnership with the Ministry of Health, Victoria Division of Family Practice, Island Health, First Nation Health Authority, Indigenous organizations, Métis Nation and the Patient Voices Network. All partners work in collaboration to guide the health-care transformation that provides professional, culturally safe and respectful health-care services for all.

We are striving to build a diverse team to represent the population we serve and to better meet the needs of our citizens. Consider joining our team and being part of an innovative, inclusive and rewarding workplace.

The Opportunity

Guided by knowledge from our Local First Nation Communities, Métis Charter Community, Inuit community, Indigenous Urban and Away from Home, and Indigenous Service organizations, and in consultation with the PCN Indigenous Collaborative, the Indigenous Lead will play a key role in the identification, development and implementation of primary care services for all community members served by VNFC, residents of Victoria, Oak Bay, South Saanich and 5 Westshore First Nations. The successful candidate will, along with the PCN partners, work toward achieving the following for First Nations, Metis, Inuit and Urban and Away from home Indigenous Peoples:

- Culturally informed attachment to a primary care provider
- Access to culturally informed team-based care and traditional wellness supports
- Improved health population outcomes

Duties and Responsibilities

The successful candidate, along with the PCN partners will:

Collaborate and Engage

- maintain strong relationships with local Indigenous communities by being present, learning from Elders, and ensuring consistent communication and follow through.
- engage with our local Indigenous partners to learn and model local traditions and protocols and to understand community-level needs.
- develop strong relationships with collaborating partners so change needs can be identified on an ongoing basis and solutions can be co-created together.

Liaise

- provide support and guidance when needed for mediation between Indigenous individuals or groups and parties associated with the PCN.
- foster partnerships and facilitate systems change in a complex cross-cultural environment by initiating change within the PCN and working with partner organizations.
- meet regularly and be available to the Health Directors from Indigenous Health organizations, the First Nations Health Authority (FNHA), and health leaders from the Métis Communities and Friendship Center, and organizations serving Urban Indigenous peoples coordinate the Indigenous primary care community of practice while identifying issues and enhancing continuity of care within the communities.

Lead

- incorporate Indigenous wisdom when developing and growing the PCN through drawing upon personal experiences and guidance from local Elders.
- champion, demonstrate and lead with cultural informed practices that foster the growth and development of the PCN at all levels.
- recognize the issues around attachment and improved health outcomes for Indigenous peoples
- and work with all team members to support them to maintain a welcoming and culturally informed milieu.
- develop the Traditional Wellness team, including creation of role descriptions and all aspects of recruitment.
- supervise the staff delivering the Traditional Wellness Program.
- provide oversight and monitoring of the Indigenous cultural safety plan to community Family Physicians and Nurse Practitioners have embedded culturally informed care into their Patient Medical Homes and Health provider services.
- lead projects and initiatives associated with the PCN delivery of services to Indigenous clients, including quality improvement projects or areas where gaps are identified and work is required to address unmet needs.
- chair the PCN Victoria/Western Communities Indigenous Collaborative.

Learning and Organizational Development

- with support of the partners, design a robust Indigenous wellness program to improve access to traditional medicines and cultural healing for Indigenous patients.
- in collaboration with PCN Managers and partners, facilitate the development of Indigenous health positions within the PCN as needed. Identify clinical and organizational gaps and opportunities through evaluation, including measuring short and long-range service objectives, assisting in the selection and monitoring of performance indicators at the local level, and completing evaluation reports.
- prepare reports, policies and procedures as per the funding agreements.
- in partnership with the PCN Change and Engagement Lead, co-design, provide guidance, and act as a liaison for the PCN multi-year Indigenous cultural safety plan. Track the PCNs implementation of the health-related Calls to Action from the: Truth and Reconciliation Commission of Canada: Calls to Action, In Plain Sight, Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls, UN Declaration on the Rights of Indigenous Peoples).
- support the PCN Steering Committee, Indigenous working groups, and various other working groups.
- participate on behalf of the PCN in various projects and committees.
- consult with outside parties in areas of expertise.
- support Indigenous communities in building effective relationships and health services from a community development perspective.

Experience, Training and Education

The successful candidate will have In-depth experience working with and for Indigenous peoples at a community and/or leadership level, including extensive understanding and knowledge of Indigenous health issues, protocols and health needs. This includes the physical, mental, emotional and spiritual needs of the client and community. In-depth experience in community development and/or primary care will be considered an asset.

A level of experience, training and education equivalent to a Masters' degree in a related discipline is considered an asset, though other combinations of education and experience will be considered.

All candidates must be fully vaccinated against COVID-19 to align with policies of community partners.

Knowledge, Skills and Abilities

- Demonstrated leadership abilities and accountabilities.
- Knowledge in culturally informed care.
- Knowledge in trauma-informed care.
- Knowledge of health-related issues affecting Indigenous peoples.
- Demonstrated skills in active listening and eagerness to show up and be present.
- Demonstrated ability in initiating changes and improvements, including skills in workplace re-engineering within a Quality Improvement (QI) environment.
- A healthcare background and demonstrated knowledge of the principles of Primary Health Care, Population Health, and Health Promotion is an asset.
- Demonstrated facilitation ability, including the ability to bring diverse perspectives together to reach consensus in support of common agendas.
- Demonstrated ability to build and maintain respectful and effective relationships with diverse groups, organizations, and individuals to work collaboratively and cooperatively, including good conflict management skills.

- Ability to coordinate, design and facilitate gatherings on a wide variety of topics and with diverse groups and/or individuals.
- Excellent communications skills both orally and in writing, ensuring material is adapted to the audience. Comfortable presenting to a variety of audiences.
- Ability to guide settlers in responding to the Truth and Reconciliation Commission of Canada: Calls to Action, In Plain Sight, Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls, and UN Declaration on the Rights of Indigenous Peoples.
- Proficiency with the Microsoft Office suite (including Word, Excel, PowerPoint, Teams), GoToMeeting, and Zoom.

Working Conditions

This position is full-time with a flexible schedule that involves working at VNFC, the PCN office, throughout our region, and remotely, and at times will include early mornings and late evenings.

Salary is up to \$105,000 annually

Benefit and vacation package includes:

- Comprehensive Benefit Plan - some highlights of this plan are: 60/40 cost share between employer and employee; includes 100% basic dental; 100% medical and \$300.00 towards vision every 2 years; and an EAP
- 12 paid sick days per year
- Vacation earning in first year negotiable

**Please submit your Resume and Cover Letter attention to:
VNFC Hiring Committee**
(by mail / fax / email to admin@vnfc.ca or in person)

No phone calls please, only those selected for interviews will be contacted.
An eligibility list will be established.

Closing Date: January 21, 2022