



JOB DESCRIPTION

JOB TITLE	Métis Health Experience Advocate
CLASSIFICATION LEVEL	Coordinator 2
MINISTRY/DEPARTMENT	Ministry of Health
REPORTS TO	Métis Health Equity Manager
DATE CLASSIFIED	

This job description is currently under review

POSITION SUMMARY

The Métis Health Experience Advocate facilitates a respectful, comprehensive, and appropriate resolution of Métis patient care concerns in collaboration with internal and external stakeholders. The Métis Health Experience Advocate collaborates with Government, Health Authorities, Aboriginal stakeholders and works closely with MNBC to elevate the complaints and concerns of Métis people to the BC Patient Care Quality Offices and Review Board. The Métis Health Experience Advocate supports Métis people through providing advocacy and assisting families with navigating the complaints process, supports Métis complainants when encountering racist and/or discriminatory behaviour from healthcare staff; utilizes cultural and restorative justice approaches in the resolution of Métis patient complaints; contributes to the joint strategy to improve patient complaint processes for Métis patients; enhances efforts to create and improve a culture of transparency within health spaces; and provides input to the Ombudsperson about Métis-specific concerns.

LOCATION

- Provincial Head Office – Surrey, BC

DUTIES & RESPONSIBILITIES

- Collaborates with key stakeholders regarding Métis patient complaints to support a culturally safe and appropriate resolution of issues.
- Ensures patient/family feedback and complaint data are tracked for accountability and improvement purposes
- Assists MNBC and Metis Chartered Communities with process navigation to strengthen awareness and understanding of patient rights and responsibilities.
- Engages with and holds space for Métis individuals to take part in safe, Métis-led conversations around negative health care experiences.
- Fulfills obligations and responsibilities in the context of relevant legislation, regulations and common law collaborating with the Patient Care Quality Review Board.
- Liaises with the Métis Health Equity Manager to carry out literature reviews, environmental scans, and best practices reviews of programs to support Métis wellness.
- Informs the management of Métis client feedback issues (verbal and written) and courses of action when complaint resolution does not occur.
- Ensures timely and effective triaging of complaints, concerns and compliments, and determination of follow up actions in response to patient/family feedback and related situations.
- Ensures the appropriate referral of issues with potential risk or liability to health authorities and the Ombudsperson.



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- Shares complaint/concerns/compliment trends with MNBC's Ministry of Health to inform advocacy and policy work.
- Coordinates conferences between patients/families, their representatives, and administrative staff as appropriate.
- Prepares briefing notes, summaries, evidence reports, and PowerPoint presentations for stakeholder meetings
- Participates in the development of policies and procedures dealing with management of patient/family feedback.
- Participates in inter-ministerial / interdepartmental meetings as appropriate, communicating complaint/concern/compliment trends and sharing knowledge of Métis perspectives and cultural safety to help inform and guide MNBC operations.
- Remains informed of current and relevant legislation, regulations, Indigenous Cultural Safety practices, standards, and common law collaborating with other departments such as Intergovernmental Relations.
- Maintains currency with the complaints policies and procedures of partner organizations such as First Nations Health Authority (FNHA) and or/health authorities.
- Participates in committees and project teams as required.
- Undertakes related duties as assigned, consistent with the job grade of the position.
- Other duties may be assigned as needed to ensure the efficient operation of MNBC.
- Regular/ occasional attendance at meetings/ events that may require work and travel outside of normal business hours.

Supervision Given

- Not applicable.

QUALIFICATIONS

- Bachelor's in Health, Social Services, Education, Nursing, Allied Health or a related field from a recognized, post-secondary institution.
- Minimum of two (2) years of experience in a health, social services, substance use, or related setting.
- Combination of relevant experience, education, and training may be considered.
- Knowledge of pertinent laws and legislation, including the Freedom of Information and Protection of Privacy Act, the Patient Care Quality Review Board Act, Residents' Bill of Rights and Section 51 of the BC Evidence Act.
- Prior experience working or volunteering for an Aboriginal organization/program that includes interacting and developing relationships with Aboriginal people and Aboriginal communities.
- Proven ability to work effectively in a small team to oversee a broad portfolio and large projects.
- Governmental and project management experience considered, an asset.
- Demonstrated ability to effectively communicate both verbally and in writing.
- Proven ability to prioritize tasks, meet deadlines, and work with minimal supervision.



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- Proven ability to utilize, adapt and embrace new technologies, including Word, Excel and other database/software required by the role.
- Ability to travel to engage with Métis Chartered Communities and attend stakeholder meetings.
- Knowledge and/or awareness of the historical and contemporary contributions made by Métis people in B.C.
- Possession of, or the ability to obtain, a Class 5 driver's licence may be required.
- The position may require the completion of a Criminal Record Check and Vulnerable Sector Check.

MNBC VALUES

- **Manâchitowin (Respect)** - We respect ourselves, others and all Creation.
- **Kwayes'kwât'sowin (Integrity)** - We hold integrity as a core value. We are honest with ourselves, our colleagues, our communities, and our partners. We are reliable and follow through on our word.
- **Ahtisihcikêwin (Innovation)** - We draw on the spirit of Métis innovation and bring forward our curiosity and creativity to problem solve and develop new solutions for our people.
- **Tâpahtiyim'sowin (Humility)** - We show and practice cultural humility and cultural agility. We are open to new ideas and recognize the wisdom that surrounds us from others who carry different experiences than ours.
- **Kisîwât'sowin (Kindness)** - We show and practice lateral kindness in our organization and to everyone with whom we interact on behalf of the Nation. We practice kaa-wiichihitoyaahk (we take care of each other.)
- **Sipihkisôwin (Resilience)** - We are resilient and do not fear challenges or setbacks but remain courageous and learn from each step of the journey. We channel the courage of our Métis ancestors who faced adversity and remained resilient.
- **Atoskâtowin (Teamwork)** - We work together and actively seek opportunities to share information, collaborate on initiatives, and practice reciprocity for stronger outcomes. We embrace teamwork to achieve greater potential for success.