



GITANMAAX HEALTH AND WELLNESS CENTRE

Part-Time PATIENT TRANSPORTATION CLERK

JOB POSTING

Gitanmaax Health and Wellness Centre is inviting applications for a highly motivated Patient Transportation Clerk to join their Health Services team for a part-time position.

Position: Patient Transportation Clerk

Function: The Gitanmaax Patient Transportation Clerk will coordinate and deliver a quality and reliable service to Gitanmaax membership within our catchment area who require transportation to eligible medical appointments. The incumbent in this role is responsible for organizing transportation, accommodation and meals for the relevant parties involved and communicating these arrangements to relevant parties. Additional duties will include on-call coverage to assist with Patient Transportation emergencies.

Duties and Responsibilities:

1) Technical Functions:

- Adheres to the policy framework and program functions and is familiar with BC First Nations Health Authority (FNHA) Non-Insured Health Benefits directives on medical transportation.
- Understands the appeal process and how to best support the individual/family.
- Ensure transportation warrants are accurate for financial department processing prior to being submitted for payment.
- Manages patient travel software to ensure accurate reporting.
- Submits month end reporting for FNHA through the Health Director.

2) Communication Functions:

- Liaises with health professionals who serve First Nations peoples in the BC regions to ensure transportation arrangements are within the guidelines of FNHA Non-Insured Health Benefits program.
- Communicates travel details to clients to ensure they are prepared for travel.
- Communicated effectively with clients and organizations to identify problems/issues and advocate on behalf of clients for resolution of problems and issues with medical transportation.

- Communicate with vendors to identify and resolve outstanding financial concerns.
- Maintains confidentiality pertaining to all medical information.

3) Administrative Functions:

- Maintains financial oversight of Patient Transportation Department with accounts payable and general disbursements for clients.
- Maintains a record keeping system for travel, following up on benefit exceptions and appeals.
- Receives calls from clients, taking all information regarding client demographics and details of medical appointments to determine length of accommodation and transportation requirements.
- Ensure clients have the proper paperwork to receive funding to attend appointments.
- Books flights, buses, drivers, accommodations as necessary to support patient medical appointments.
- Organizes meal subsidies and taxi vouchers
- Participates in training and orientations as required to maintain a comprehensive understanding of FNHA Non-Insured Health Benefits.
- Supports privacy and security policies and procedures.

4) Professional Conduct:

- Maintains established daily and monthly forms and statistics and all other required forms of documentation such as Consent Forms in a thorough, clear and legible manner.
- Attends regular staff meetings as required.
- Respects and protects the privacy of information relating to all clients, employees and band affairs.
- Performs all duties and responsibilities in a manner consistent with Gitanmaax Health & Wellness Mission Statement, Philosophy and ethical standards.
- Maintains confidentiality pertaining to all medical information.

5) Other Duties as assigned.

Core Competencies

- Accountability
- Communication
- Networking and relationship building
- Organizational and environmental awareness
- Planning and organizing
- Service orientation (courteous and respectful at all times)

Skills and knowledge

- High degree of resourcefulness, flexibility, and adaptability
- Proficient computer skills - MS Word, Excel, Power Point and e-mail required
- Ability to establish and maintain rapport with clients in a respectful and culturally safe manner
- Demonstrated ability to work in a fast-paced team environment.
- Excellent interpersonal and communication (written and verbal) skills.
- Ability to multi-task and prioritize work
- Punctual, efficient and accurate work ethic
- Demonstrated commitment to fiscal management

Qualifications:

- High school diploma or equivalent is required.
- Clear Current Criminal Records Check with vulnerable sector screening.
- Strong verbal and written communication skills required.
- Valid Class 5 Drivers License with clear driver's abstract.

Salary:

The salary for the position of Patient Transportation Clerk will include a benefits package. Hours of work: 3.5 hrs per day. On-call shift rotation will be required.

Start Date: As soon as possible

Please submit a covering letter, resume with current valid credentials, current Criminal Records Check and three references to:

Email: info@gitanmaax.com and juliasundell@gitanmaaxhealth.ca

Dianne Shanoss

Gitanmaax Band Executive Director

Box 440

Gitanmaax, B.C. V0J 1Y0

Fax: (250) 842-6364

Only those selected for an interview will be contacted.

Closing Date: January 20th 2023 @ 4pm