



Job Description

POSITION TITLE:	Health, Wellness & Services Coordinator
LOCATION:	Yaqit Pa-knuqti'it First Nation (Tobacco Plains Band), Grasmere, BC
DEPARTMENT:	Community Health, Wellness, & Services
CLASSIFICATION:	Staff
REPORTS TO:	Director, Community Health, Wellness & Services

JOB SUMMARY:

The Health, Wellness & Services Coordinator provides administrative, reception, and clerical support to help ensure the efficient delivery of programs and services across the Community Health, Wellness & Services Department. As the first point of contact for many clients and community members, this position creates a welcoming, organized, and culturally safe environment while supporting clinical services, community wellness and cultural programs, education, employment, and income assistance administration, and broader departmental operations.

The position coordinates appointments and patient travel arrangements, maintains confidential records, and provides routine administrative and program support. Working closely with departmental staff, visiting physicians, health professionals, service providers, and external partners, the Health, Wellness & Services Coordinator helps ensure programs and services are accessible, organized, coordinated, and client centred.

CULTURAL SAFETY:

All positions at Yaqit a-knuqti'it First Nation must serve the ?akanuxunik' people in a manner that respects, enhances, and promotes the cultural identity and well-being of both the individual and the staff. This position is responsible for:

- Providing respectful, culturally safe, and trauma-informed service to all clients and families.
- Building trusting relationships through compassionate, non-judgmental communication.
- Respecting community protocols, traditions, and Indigenous ways of knowing.
- Maintaining confidentiality while demonstrating professionalism and empathy.
- Participating in ongoing cultural learning and professional development.
- Supporting the integration of cultural values into departmental programs and service delivery.

KEY RESPONSIBILITIES:

- Welcome clients, families, Elders, community members, visitors, and service providers in a professional, respectful, and culturally safe manner.
- Respond to telephone, email, and in-person inquiries, provide general information, and direct individuals to appropriate staff member, program, or services.
- Register clients and maintain accurate demographic and contact information within applicable health information systems and within the position's authorized access.
- Help maintain shared reception and waiting areas as organized, and welcoming environment.
- Coordinate visiting clinics in collaboration with departmental leads and participating health professionals.
- Schedule, confirm, and coordinate appointments for physicians, nurses, specialists, allied health professionals, and community wellness services.

- Coordinate transportation requests and other logistical arrangements for community services, including medical appointments, medication delivery, water-testing, grocery trips, and other approved needs, as required.
- Maintain a working understanding of departmental programs, services, schedules, and staff responsibilities to support effective scheduling and provide clear information to community members.
- Maintain confidential electronic and paper records across all Community Health, Wellness & Services programs and service areas, in accordance with applicable privacy legislation and organizational policies.
- Complete data entry, document scanning, indexing, filing, and retrieval of records.
- Respond appropriately to requests for information while maintaining strict confidentiality and privacy requirements.
- Provide general administrative and operational support within the scope of the position, as directed.
- Prepare and format correspondence, routine reports, presentations, meeting agendas, forms, spreadsheets, and other administrative documents.
- Take meeting minutes, track assigned action items, and distribute approved follow-up materials.
- Maintain assigned departmental calendars and coordinate meeting logistics, room bookings, and related supplies.
- Process invoices and purchase requests, organize receipts, and maintain basic expenditure records in coordination with program leads and Finance.
- Maintain assigned departmental trackers for important deadlines, events, reporting requirements, agreements, and recurring activities.
- Assist with coordinating and ordering approved program supplies, as directed.
- Monitor shared departmental email accounts, respond to routine inquiries, and direct other inquiries to the appropriate staff member for follow-up.
- Work collaboratively with departmental staff, visiting health and allied health professionals, contractors, service providers, leadership, and external partners to support coordinated programs and service.
- Act as the department liaison with Communications to ensure approved information regarding clinics, programs, schedule changes, and cancellations is communicated to community members through appropriate channels.
- Assist with preparing and maintaining approved flyers, notices, program materials, and departmental content for the lobby television in collaboration with Communications.
- Participate in staff meetings, relevant quality improvement initiatives, training, and professional development.
- Contribute to the continuous improvement of administrative processes and client service.
- Perform other related duties within the general scope and skill level of the position, as assigned.

KEY COMPETENCIES:

- Strong organizational, prioritization, and time management skills.
- Ability to manage competing priorities and remain calm and professional in sensitive or urgent situations.
- Clear, respectful, and professional communication.
- Sound judgment, discretion, and attention to confidentiality.
- A cultural safety and community-centered approach to work effectively in a First Nation organization.
- Knowledge of Indigenous health systems and FNHA processes.
- Accuracy in data entry, record keeping, document preparation, and basic financial tracking.
- Ability to work collaboratively with departmental staff, community members, service providers, and external partners.
- Knowledge of First Nation governance structures and community engagement practices is considered an asset.
- Sensitivity and understanding of the unique cultural environment of a First Nation organization.

QUALIFICATIONS:
• 1 – 3 years experience in administration or healthcare coordination. An equivalent combination of experience, education, and transferable skills may be considered. • Experience in medical administration, considered an asset. • Basic computer literacy, including the ability to use email and calendar applications, word-processing software, and spreadsheets. • Experience using Microsoft 365 applications, electronic medical records, databases, or other administrative software is considered an asset. Training will be provided for departmental systems. • First aid level 1, or willingness to obtain certification upon hire. • Criminal Record Check & Vulnerable Sector Check (to be completed upon hire). • Valid Class 5 BC Driver's License with clean drivers abstract.
WORKING CONDITIONS/ JOB ENVIRONMENT:
• Physical Demands – Frequent sitting and computer work, with regular standing, and driving. Occasional lifting of supplies and equipment up to 25 pounds. • Environment – Work is primarily performed in an office setting, with occasional work at community programs, events, and other service locations. • Mental Effort – The position involves competing priorities, interruptions, confidential information, and occasional sensitive situations requiring professionalism and sound judgment. Moderate to high tension and anxiety levels, as there will be a number of situations involving emergencies and sensitive situations. • Position Type/Expected Hours of Work – Regular full-time hours with availability for evening and weekend work as required.
<i>The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not an exhaustive list of all responsibilities and activities required for the position.</i>



Yaqit ʔa·knuqʔiʔit

Health, Wellness & Services Coordinator

Permanent, Full-Time Position (37.5 hours per week)

Competition #: 2026-13

Location: Based out of the Yaqit ʔa·knuqʔiʔit Administration Office.

Position Summary:

Yaqit ʔa·knuqʔiʔit First Nation (“YQT”) is a rural First Nation located near Grasmere, BC, in one of British Columbia's most beautiful natural settings. Yaqit ʔa·knuqʔiʔit First Nation (YQT) is seeking a Health, Wellness & Services Coordinator to provide administrative and program support across our Community Health, Wellness & Services Department.

As a key point of contact for clients and community members, this role helps create a welcoming, organized, and culturally safe environment while supporting a broad range of health, wellness, cultural, education, employment, and community services. The Coordinator manages appointments and patient travel arrangements, maintains confidential records, and provides day-to-day administrative and program support. Working closely with YQT staff, visiting physicians, health professionals, service providers, and external partners, this position plays an important role in keeping services organized, accessible, coordinated, and client centred.

Cultural Safety:

Our organization is committed to serving the ʔakanuxunik people in a manner that respects, enhances, and promotes their cultural identity and well-being. This position supports cultural safety by providing respectful, culturally safe, and trauma-informed service to all clients and families; building trusting relationships through compassionate, non-judgmental communication; respecting community protocols, traditions, and Indigenous ways of knowing; maintaining confidentiality while demonstrating professionalism and empathy; participating in ongoing cultural learning and professional development, and supporting the integration of cultural values into departmental programs and service delivery.

Responsibilities:

- Welcome clients, families, Elders, community members, visitors, and service providers in a professional, respectful, and culturally safe manner.
- Respond to telephone, email, and in-person inquiries, provide general information, and direct individuals to appropriate staff member, program, or services.
- Register clients and maintain accurate demographic and contact information within applicable health information systems and within the position's authorized access.
- Help maintain shared reception and waiting areas as organized, and welcoming environment.
- Coordinate visiting clinics in collaboration with departmental leads and participating health professionals.
- Schedule, confirm, and coordinate appointments for physicians, nurses, specialists, allied health professionals, and community wellness services.
- Coordinate transportation requests and other logistical arrangements for community services, including medical appointments, medication delivery, water-testing, grocery trips, and other approved needs, as required.
- Maintain a working understanding of departmental programs, services, schedules, and staff responsibilities to support effective scheduling and provide clear information to community members.
- Maintain confidential electronic and paper records across all Community Health, Wellness & Services programs and service areas, in accordance with applicable privacy legislation and organizational policies.
- Complete data entry, document scanning, indexing, filing, and retrieval of records.
- Respond appropriately to requests for information while maintaining strict confidentiality and privacy requirements.

- Provide general administrative and operational support within the scope of the position, as directed.
- Prepare and format correspondence, routine reports, presentations, meeting agendas, forms, spreadsheets, and other administrative documents.
- Take meeting minutes, track assigned action items, and distribute approved follow-up materials.
- Maintain assigned departmental calendars and coordinate meeting logistics, room bookings, and related supplies.
- Process invoices and purchase requests, organize receipts, and maintain basic expenditure records in coordination with program leads and Finance.
- Maintain assigned departmental trackers for important deadlines, events, reporting requirements, agreements, and recurring activities.
- Assist with coordinating and ordering approved program supplies, as directed.
- Monitor shared departmental email accounts, respond to routine inquiries, and direct other inquiries to the appropriate staff member for follow-up.
- Work collaboratively with departmental staff, visiting health and allied health professionals, contractors, service providers, leadership, and external partners to support coordinated programs and service.
- Act as the department liaison with Communications to ensure approved information regarding clinics, programs, schedule changes, and cancellations is communicated to community members through appropriate channels.
- Assist with preparing and maintaining approved flyers, notices, program materials, and departmental content for the lobby television in collaboration with Communications.
- Participate in staff meetings, relevant quality improvement initiatives, training, and professional development.
- Contribute to the continuous improvement of administrative processes and client service.
- Perform other related duties within the general scope and skill level of the position, as assigned.

Qualifications:

Required Education and Experience:

- 1 – 3 years experience in administration or healthcare coordination. An equivalent combination of experience, education, and transferable skills may be considered.
- Experience in medical administration, considered an asset.
- Basic computer literacy, including the ability to use email and calendar applications, word-processing software, and spreadsheets.
- Experience using Microsoft 365 applications, electronic medical records, databases, or other administrative software is considered an asset. Training will be provided for departmental systems.
- First aid level 1, or willingness to obtain certification upon hire.
- Criminal Record Check & Vulnerable Sector Check (to be completed upon hire).
- Valid Class 5 BC Driver's License with clean drivers abstract.

Required Knowledge, Skills, and Abilities:

- Strong organizational, prioritization, and time management skills.
- Ability to manage competing priorities and remain calm and professional in sensitive or urgent situations.
- Clear, respectful, and professional communication.
- Sound judgment, discretion, and attention to confidentiality.
- A cultural safety and community-centered approach to work effectively in a First Nation organization.
- Knowledge of Indigenous health systems and FNHA processes.
- Accuracy in data entry, record keeping, document preparation, and basic financial tracking.
- Ability to work collaboratively with departmental staff, community members, service providers, and external partners.
- Knowledge of First Nation governance structures and community engagement practices is considered an asset.
- Sensitivity and understanding of the unique cultural environment of a First Nation organization.

Hourly Rate: \$23.62 - \$32.14 per hour, commensurate with experience and qualifications.

Comprehensive Benefits Package, including:

- Medical, Dental, Disability, and Life Insurance coverage.
- Standard benefits as a Federally Regulated Employer.
- Paid vacation, sick leave, and statutory holidays.
- Opportunities for professional development and training.
- Supportive and respectful work environment rooted in Yaqit ʔa·knuqʔit values.

Application Process:

Please send your resume and cover letter by **October 7, 2026**, at **8:30am (MST)** to

Email: hr@tobaccoplains.org

Or mail to:

Human Resources
Yaqit ʔa·knuqʔit First Nation
PO Box 76, Grasmere BC V0B 1R0