



JOB POSTING

Client Services Worker: Foot Care Program Foot Care Nurse ONTARIO

The Indigenous Diabetes Health Circle (IDHC) is committed to providing and promoting a healthy lifestyle with a focus on the prevention and awareness of diabetes issues. IDHC will make every effort to recruit Indigenous candidates for all available positions. In addition to academic qualifications and professional background, IDHC will consider in its recruitment activities each candidate's life experience and personal healing journey.

Position Summary: It will be the responsibility of the Client Services Worker to provide culturally relevant and appropriate care referrals, followup and ongoing support for clients as well as provide education and prevention information.

Qualifications:

- Registered nurse or Certified Diabetes Educator
- Minimum 2 years' experience working in the field
- Excellent proven verbal and written communication and interpersonal skills
- Strong organizational skills combined with the ability to multi-task and prioritize in a timely manner
- Working knowledge of office technology
- Established proven record as dependable and competent person
- Co-operative, conscientious and reliable
- Current driver's licence and access to vehicle
- Knowledge of, or background in Indigenous organizations, Indigenous health, diabetes and foot care an asset
- Knowledge of Indigenous communities and culture is considered an asset

Responsibilities and Duties:

- Assist in coordinating and implementing ongoing foot care clinics throughout Ontario
- Collaborate with all key players while planning clinics; provide a circle of care for clients and community members by liaising with hosts, service providers and all relevant community services to provide culturally appropriate care and treatment options
- Ensure followup for participants from clinics are completed and processed
- Provide medical advice to clients when needed
- Provide client services, process client applications and subsidy orders and provide approvals for care and foot devices, while ensuring policies, protocol and priorities of the program are being followed; distribute as necessary



- Review and process service provider summary report and invoices
- Process and update service providers' files
- Stay informed of latest care options
- Review medical documents
- Maintain client files in accordance with the Personal Health Information Privacy Act
- Monitor all ongoing clinics for quality control and work closely with host and provider in receiving dates and client lists
- Assist Foot Care Coordinator in performing ongoing clinic site visits and meeting with host and service provider to complete Memorandum of Understanding (MOU).
- Provide educational presentations and workshops for clients and community members
- Act as a resource and team member, and perform other duties and responsibilities that may be designated by the Foot Care Coordinator

Standards of Performance:

- Support and work toward the IDHC's overall mission whilst respecting the IDHC's values;
- Adhere to all policies and procedures;
- Maintain the IDHC's Code of Confidentiality;
- Work collaboratively with others as a team member and address conflicts in a positive and open manner;
- Model and reflect a healthy and positive attitude when interacting with community and staff.

Supervision: The Client Services Worker will be under the supervision of the Foot Care Coordinator.

Location: Remote, home office

Working Hours: 40 hrs/week; travel required to ongoing clinic sites across Ontario

Employment Period: Begin immediately, full-time position

About the Indigenous Diabetes Health Circle:

As a non-profit organization in operation for 24 years, IDHC promotes three distinct programs of holistic wellness models of care representing body, mind and spirit to reduce the impacts of type 2 Diabetes on Indigenous peoples in Ontario. Balancing traditional teachings and mainstream health best practices, IDHC acts on the knowledge that Indigenous people achieve best health outcomes through programs that are self-designed, self-developed and self-led. IDHC mobilizes frontline health workers to engage communities, partners, stakeholders and allies to achieve this critical



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Mission. The organization has evolved engaging grassroots tactics for communication, capacity building and stakeholder engagement.

Salary Range: To be determined and based on experience; competitive benefits package upon completion of three-month probationary period.

Benefits and Pension Offering: IDHC offers a culture of work-life balance, and includes 12 statutory holidays, in addition to any agreed vacation eligibility.

IDHC offers a comprehensive insurance coverage package that includes

- Basic Life
- Accidental Death & Dismemberment
- Long-Term Disability
- Extended Health Care (Drugs, Hospitalization, Travel, Paramedical, Eye Care and Dental)

IDHC also offers a generous benefits package with LifeWorks that includes an award-winning Employee Assistance Program, best-in-class user experience and clinical support to help employees through everyday issues and concerns about family, health, life, money and work.

IDHC provides a highly rated OPTrust pension plan.

Applicants are asked to submit a resumé, cover letter and 3 references to the attention of:

Amanda Lipinski

3250 Schmon Parkway Unit 1B Thorold, ON L2V 4Y6

1-888-514-1370

Email: programdirector@idhc.life

Accepting applications until: November 5, 2021

We thank all candidates for their interest; however, IDHC will contact only those selected for an interview. Individuals with a disability requiring accommodation during the application and/or the interview process should advise Amanda Lipinski to make appropriate arrangements.