

Northern Nations Wellness Centre

Chetwynd, BC

JOB OPPORTUNITY – OPERATIONS MANAGER

ORGANIZATION SUMMARY

The Northern Nations Wellness Centre is a First Nations-Led Primary Care Centre that respects cultural values and practices integral to Indigenous identities and wellness. We are committed to a proactive, holistic approach to health and wellness, and to the delivery of sustainable services which honour the customs and traditions of the Sauteau and West Moberly communities near Chetwynd, BC. A founding principle of this Centre is that there be no barriers to care.

POSITION SUMMARY

The Operations Manager is responsible for the operational leadership, corporate functions and integration of traditional wellness and cultural practices into the First Nations-Led Primary Care Centre (FNPCC). As the Centre is currently in development, the Operations Manager will play a pivotal role in developing a wraparound team-based care model. Priorities include establishing a team focused on quality of care and optimized client experiences consistent with improved health outcomes.

This position is part of a three (3)-person FNPCC leadership team along with 1.0 FTE FNPCC Clinical Services Manager and .2 FTE Medical Director and reports into the Wellness Centre's Board of Directors.

Knowledge

- Sound ability to lead using culturally safe and trauma-informed approaches.
- Familiarity with the Declaration of the Rights of Indigenous Peoples Act (BC), the recommendations from the Truth and Reconciliation Commission, the "In Plain Sight" report, the national inquiry into Missing and Murdered Indigenous Women and Girls, and the impacts of these on health, health care, and health care design for Indigenous people.
- Familiarity with Traditional Healing practices, customs, values, history, and traditions of local First Nations.
- Knowledge of relevant socio-historical events relevant to First Nations in Canada.
- Ability to apply a two-eyed seeing approach to balance western and Traditional Indigenous worldviews.
- Understanding of own intersectionality, power, privilege, and how these concepts may impact own work and perspectives.
- Understanding rural and remote communities and their inherent challenges and barriers.
- Understanding and ability to practice with a Nation based, community driven philosophy.
- Broad knowledge of legislation and government policies and procedures that relate to primary care.
- Strong comfort with learning new technology, and excellent computer skills.

Education

- Degree in Health or Business Management or a relevant field, and a minimum of 5 years of leadership experience, or an equivalent combination of education, training, and experience.

Experience

- Minimum 5 years' experience leading and managing a team in a health care environment, or management level in primary care.
- Minimum 5 years' experience in health management, managing budgets, program management, operational and strategic planning.
- Minimum 3 years' experience working directly in or with First Nations communities.
- Experience developing and overseeing operational contracts, agreements, and MOU's.
- Experience in risk management and service delivery contingency planning.
- Experience working with and delivering health services to First Nations clients is an asset, on the condition that the candidate demonstrated above average knowledge of First Nations culture and anti-Indigenous racism response and presents an attitude of cultural humility.
- Training in anti-Indigenous racism response and cultural safety and humility is an asset.
- Experience working with Electronic Medical Records and billing systems is an asset.
- High degree of comfort using digital technology and online systems.

Competencies

- Ability to lead and manage teams.
- Ability to create and foster a culture of humility, to enhance quality and culturally safe work environments, and to identify and address anti-Indigenous racism and cognitive biases in a proactive manner.
- Ability to lead and model cultural safety, humility, relational practice and a trauma informed approach in all interactions, partnerships, and planning initiatives.
- Ability to oversee and manage operational budgets.
- Ability to handle sensitive and confidential information and matters in a trusted and responsible manner.
- Ability to develop and maintain administrative systems, processes, and procedures.
- Physical ability to perform the duties of the position.

Other

- Compensation will be commensurate with experience and qualifications.
- The salary range will begin at \$100, 000 for qualified applicants.

Chetwynd is a well-established, vibrant community, located in the scenic Northeast part of BC. The region is diverse and welcoming. Fort St. John, Dawson Creek & Tumbler Ridge are easily within reach by vehicle.

**Interested applicants may send their resume and cover letter to:
sarahcanning@mistahiyacorp.com**

Closing Date: October 31, 2023

We thank all applicants for applying, though, only candidates selected for interviews will be contacted.