



Lu'ma Medical Centre Society

Job Posting:

Elders' Helper

About our Clinic & Team

Lu'ma Medical Centre Society provides wholistic, culturally safe and integrated primary care for Indigenous families. We provide the conditions individuals and families need to improve their health outcomes. LMCS provides education and disease prevention through: attachment to a primary care provider, access to traditional Elders, RN's, connection to mental health counsellors, and social navigators. Our multi-disciplinary team members work closely together, to create a circle of care that braids the values of traditional and western health care, to meet the diverse needs of patients. We nurture permanency in health care relationships and team members have an interest in long-term career employment at Lu'ma Medical Centre. All of our staff members agree to be fully vaccinated, wear PPE where appropriate, and follow daily personal health assessment guidelines.

Job Responsibilities:

Greets people and serves as a welcoming "first point of contact" for those accessing primary care and other services at Lu'ma Medical. Supports individuals and families in connecting with Elders onsite. Supports Elders in cultural activities. Helps Elder in scheduling appointments and charting visits in the Medical record system.

Direct Patient Interaction:

- Greeting and registering arriving patients in a prompt, warm, and helpful manner and answering patients' questions;
- Develop and maintain healthy relationships with patients/ community members;
- Assisting with booking, coordinating, and rescheduling appointments for Elders;
- Maintaining and updating information and messaging medical team members as needed;
- Maintaining the reception area and overseeing the general waiting area and coordinating patient flow;
- Answering incoming calls, taking and relaying messages, communicating cultural & wellness activity information,
- Utilizing cultural training to have an understanding of Indigenous experience accessing healthcare; and
- Interacting with patients in a professional and courteous manner, displaying a high level of professionalism and appropriate discretion pertaining to patient privacy.

Coordination:

- Answer calls, return same day voicemail messages, respond to booking emails;
- Reach out to individuals for appointment reminders;
- Assist in obtaining the necessary supplies required for cultural activities;
- Assist in planning and coordinating cultural activities and ceremonies;
- Facilitate communication between Elders and other members of our medical team;
- Help individuals prepare to meet with an Elder with conversation and sharing basic protocols when we meet with Elders;
- Support healthy relationship building between Elders and individuals or families;
- Able to purchase and prepare foods for some cultural activities;
- Participate in cultural activities;
- Comply & uphold patient/client confidentiality and privacy policy;
- Contributing as a team player; and
- Any other duties or tasks as required by Lu'ma Medical Centre.

Skills:

- Cultural knowledge of ceremony protocols
- Understands the importance of cultural safety
- Ability to take initiative
- Excellent written & oral communication skills
- Understands the importance of maintaining confidentiality & has high ethical standards
- Technically proficient with various computer software programs such as Word, Excel, and Oscar EMR
- Conflict and resolution skills
- Willingness to continuously expand knowledge and skill set.
- Time management and scheduling

Minimum Qualifications:

- 5+ yrs Indigenous cultural activity experience;
- Demonstrated knowledge, understanding and respect for teachings and way of life of diverse Indigenous peoples;
- Ability to approach & work with Elders through customary protocols;
- Knowledge of medicines, traditional healing, language, ceremonies, and cultural teachings from local Coast Salish, BC Coastal or Interior First Nations and familiarity with traditions from other parts of Turtle Island;
- Demonstrated experience working collaboratively and effectively with Indigenous people in an Indigenous-led organization, preferably in health & wellness;
- Possesses well-developed interpersonal, relationship-building and management skills supported by sound, problem solving and conflict resolution skills to interact effectively;
- Demonstrates clear, concise, respectful, oral and written communication skills;
- Demonstrates responsibility;
- Ability to handle sensitive issues with tact & diplomacy;
- Ability to meet, listen, and hold space for people where they are at when they are feeling elevated or upset;
- Live a healthy lifestyle;
- Experience with EMR, preferably OSCAR is an asset;
- Able to commit to working onsite 5 days per week; and
- First Nations, Inuit and/or Metis ancestry is an asset and a preference.

Job status Temporary for 1 year (with potential of becoming permanent)
Hours: Full time, 35 hrs/week...Mon-Fri 9am-5pm
Wage Rate: \$24/hr
Sick Leave: Accrue 1 day per month accrual after 3 months.
Vacation: 2 weeks
Posting Date: March 6, 2023
Deadline: Posting will continue until position is filled
Work Address: 2970 Nanaimo St, Vancouver

Please send your Resume and Cover Letter to: **Andrea@LumaMedical.ca**
Subject Line: **Elders' Helper**