



HIAWATHA FIRST NATION

EMPLOYMENT OPPORTUNITY

Posting Type: Internal
Position Title: Community Health Representative
Location: Hiawatha, ON
Duration: Full-Time Permanent
Posting Closes/Deadline: July 13, 2025 at 11:59pm
Tentative Interview Date: July 14-18, 2025
Salary Range: \$46,410-\$51,610

About Us:

Hiawatha First Nation provides services to the citizens of Hiawatha. These services include health, social, administrative, membership, public works, lands and education. It is essential that these services are provided in a way that supports the Hiawatha's vision statement and the 7 Grandfather teachings of humility, honesty, bravery, wisdom, truth, respect and love.

Position Summary

The Community Health Representative (CHR) plays an important role in the delivery of health services through promoting health, preventing illness, and improving access to culturally safe services for the citizens of Hiawatha First Nation. The CHR is a strong advocate for citizens utilizing the Non Insured Health Benefits Program, supporting them with end-to-end services. The incumbent must follow the strategic plans of the organization, adhering to the HFN vision and values.

Reporting

This position will take direction from the Health and Social Services Manager and has no direct reports.

Main Responsibilities

- Monitor, administrate and remain updated on the benefits and services under the Non-Insured Health Benefits program by liaising with Indigenous Services Canada, citizens, and health service providers
- Effectively interpret NIHB and other applicable policies and protocols
- Provide consultation to clients and assist in the preparation and submission of various forms to NIHB for health benefit coverage and/or payment
- Navigate and support clients throughout their process with NIHB helping them understand, access, and move through available services, including prior approval process and assistance with submitting appeals, when necessary
- Conduct required follow up calls / meetings and maintain files
- Coordinate and provide to clients local medical transportation services as required and in an effective manner in accordance to the funding agreement, guidelines and internal policies
- Continuously review program delivery for operations improvement such as streamlining work processes, decreasing turnaround times, and client satisfaction
- Conduct research with Indigenous Services Canada regarding the benefits and services under the Non-Insured Health Benefits program to learn about the detail coverage for drugs, dental and vision care, medical supplies and equipment, mental health counselling and medical transportation (on and off territory)
- Advocate for culturally safe care of the client, when applicable
- Effectively develop and implement new and existing education and awareness initiatives to citizens
- Seek out new programs and funding to expand Hiawatha's health programming, where applicable
- Oversee all aspects of the Fitness Facility and Trainers, including schedules and payments
- Oversee the delivery and coordination of allied health services, including but not limited to chiropody, natural health care, and massage therapy

- Prepare detailed and accurate reports both internal and external to HFN, and within the deadlines provided
- General financial management duties i.e. reconcile expenses, tracking of invoices, expense claims, monitoring general ledgers while adhering to Finance Policy and funding guidelines
- Attend training / information sessions to update and increase knowledge of the program areas, concerns, and changes
- Manage all incoming inquiries regarding programs and services, ensuring timely and informative responses
- Assist in creating and refining policies and operational processes for both new initiatives and established services
- Perform general office administration tasks including scheduling, operating various office equipment, file maintenance, etc.

Requirements:

- Post-Secondary School Diploma in Community Health field or another related field;
- First Nations Community Health Representative Diploma or willingness to train an asset;
- 3 years relevant experience; or
- A combination of education, training or work experience which Hiawatha deems to be equivalent
- Must provide a clear CPIC and vulnerable sector check
- Valid First Aid and CPR certification
- Valid Driver's License and own vehicle

Knowledge, Skills and Abilities

- Ability to research information and resolve problems with client service focus
- Ability to adhere to confidentiality and handle private and sensitive matters and documents with all applicable privacy legislation
- Ability to analyze and think critically to assess an issue
- Strong advocacy and conflict resolution skills
- Attention to detail and accuracy required
- Demonstrated knowledge of the Indigenous Non-Insured Health Benefits (NIHB) Program, as well as relevant legislation, policies, and procedures related to health and social services within a First Nations context
- Experience working with various stakeholders, both internal and external at grass roots and governmental levels such as First Nation and Inuit Health Branch programs, Indigenous Services Canada, Association of Iroquois and Allied Indians, an asset
- Knowledge of addictions, mental health issues and vulnerable sectors an asset
- Skilled in various computer programs, including Microsoft Office, email systems, web-based tools, databases, and graphic design platforms like Canva
- Strong interpersonal skills
- Excellent organizational, time management and communication skills
- Ability to work in a team, lead a team or work individually

Behavioural Competencies

- Empathetic and non-judgemental
- Honest, respectful and trustworthy
- Results oriented
- Personal effectiveness
- Demonstrate sound work ethic
- Demonstrate keen attention to detail
- Display professional demeanor and be approachable
- Proven ability to work with people of diverse education, cultural and language backgrounds

Working Conditions

- Extended periods of sitting or standing
- Moderate periods of concentration

- Local travel with some extended travel from time to time
- Interaction with employees, management and the community
- Handling challenging behaviors from time to time
- Occasional overtime or requirement to work in the evenings and weekends

Application Process:

If you are interested in this opportunity and possess the above list of qualities and requirements, please forward your resume and cover letter via mail, email, or in person to:

By Mail: Hiawatha First Nation
 431 Hiawatha Line
 Hiawatha, ON
 K9J 0E6
 ATTN: Zachary Friar, HR Coordinator

By email: hr@hiawathafn.ca

For more information, please contact Zachary Friar at (telephone) 705-295-4421 ext. 209 or (email) hr@hiawathafn.ca.

To find out more about Hiawatha First Nation, please visit our website at www.hiawathafirstnation.com

- *The tentative interview date(s) are subject to change and are posted for planning purposes only*
- *Hiawatha is grateful for all who show interest in our First Nation and take the time to apply, however, only those chosen for an interview will be contacted*
- *Late applications will not be considered*
- *Hiawatha is an equal opportunity employer, as well, Hiawatha references Canada's Aboriginal Employment Preferences Policy*
- *Internal postings are for current staff and citizens of Hiawatha, Internal/External postings will give preference to internal applicants first*

We, the Mississaugi of Hiawatha First Nation, are a vibrant, proud, independent and healthy people balanced in the richness of our culture and traditional way of life.