



# Nova Scotia Native Women's Association

## JOB POSTING

**JOB TITLE:** Client Health Advocate

**REPORTS TO:** Director of The Jane Paul Indigenous Women's Resource Centre (JPC)

The Nova Scotia Native Women's Association (NSNWA) has been in existence since 1972. The association is a non-profit organization representing approximately 8,000 Indigenous women, girls and 2SLGBTQQIA peoples in Nova Scotia. The association was formed to address the social, political, emotional, health concerns and aspirations of Mi'kmaq women, as well as to, address gender-based violence and discrimination. Indigenous women continue to face life-threatening, gender-based violence and disproportionately experience violent crimes because of hatred and racism. NSNWA envisions a future where Indigenous women are free from violence and our lives are valued and protected as equally as non-Indigenous women in NS and Canada.

NSNWA is committed to leading this effort in our territory and will continue to work collaboratively with all levels of government and service organizations to create and implement actions to eliminate violence against Indigenous peoples as well as to ensure that the systems and supports are available for those in need.

The JPC is seeking a Client Health Advocate, this position is located in Sydney, Nova Scotia and will be responsible for accompanying clients to medical appointments as a support person and an advocate to help address racism and other barriers faced with obtaining health services. The Client Health Advocate will also be responsible for developing programming and facilitating educational programs centered around Indigenous women and 2SLGBTQQIA+ sexual health including sexualized violence, consent, client rights pertaining to health procedures and visits, coerced sterilization, reproductive health, 2SLGBTQQIA+ specific barriers, and to engage with community resources who offer similar services. Our goal in hiring this position is to better equip our clients with knowledge surrounding their sexual health and identities, and to offer them much needed advocacy in health care settings.

### **RESPONSIBILITIES/DUTIES:**

- Ensure the program delivery is in alignment with the NSNWA, JPC and Cedar house Mission and Vision, as applicable.
- Ensure clients are fully informed of all programs of the NSNWA, JPC and Cedar house.
- Participate NSNWA organizational responsibilities including but not limited to staff meetings, safety and monitoring meetings, training and committee participation as requested.

- Commit to the operations of JPC and participate in internal committees, projects, and activities.
- Adhere to all policies governing the NSNWA, JPC and Cedar House as applicable.
- Be a team player and make positive contributions to the team.
- Use sound decision making judgement and refer to the JPC Director for direction when processes are not created for safety situations.
- Keep sound record keeping and adhere to record keeping policies.
- Utilize and maintain JPC's databases and input client information.
- Compile statistics and data that will assist with the outcomes and evaluation of JPC programs.
- Maintain accurate, comprehensive documentation regarding all interactions with clients. Documentation must be in accordance with applicable standards and adhere to funder requirements.
- Maintain confidentiality, privacy, and clear boundaries.
- Be the first point of contact for clients and triage clients based on needs assessments and intake processes.
- Provide intake, assessment, referrals, assistance in accessing resources, crisis intervention, medical needs and outreach mediation for clients.
- Establish collaborative relationships with clients, working to increase their strengths.
- Support individuals and families to navigate the health care system and their specific challenges they face in relation to it.
- Connect clients to community resources, supports and meaningful activities as required.
- Develop and facilitate workshops in relation to health settings, barriers, and challenges.
- Contribute to the development of the JPC monthly calendar and activities.
- Develop and facilitate programming using an equal, diverse, and inclusive approach.
- Be a strong advocate for the client and help develop and implement service plans.
- Resolve crisis situations and respond nonjudgmentally to problematic behaviour.
- Build and maintain strong internal and external relationships.
- Advocate for client's rights at an individual and broader systemic level
- Have an understanding of oppression and marginalization of clients of the JPC.
- Assist in program and service development to ensure that quality, effective and client-centred programs and services are delivered.
- Work collaboratively with all team members and partnering agencies to achieve desired excellent service and outcomes.
- Evaluate effectiveness of programming outcomes
- Identify specific barriers to accessing health care services.
- Have knowledge and experience with MMIWG calls to action, and sexualized violence prevention.
- Understand human rights issues and the challenges faced in vulnerable populations along with understanding consent.
- Ability to manage stress, including creating and implementing a self care plan.
- Be honest, trustworthy, respectful, empathic, motivating, reliable, enthusiastic, and flexible.
- Strong social skills with the ability to operate with diplomacy, tact, and empathy.

- Maintain high level of confidentiality.
- Demonstrate sound work ethics.
- Other related duties as requested.

## **QUALIFICATIONS**

- Experience working in related field with an emphasis on mental health, substance use disorders, sexualized violence, and/or social services or an equivalent combination of education, training and experience.
- Certificate, Diploma or Degree in community social services; or education and mental health addictions, concurrent disorders/co-occurring disorders, sexual health and social work.
- Knowledge, awareness, ability to work with and sensitivity to Indigenous people and culture including an understanding of the historical and current issues they face in Nova Scotia.
- Understanding and empathetic to Indigenous women and girls affected by Human Trafficking and its impacts.
- Demonstrated understanding of Harm Reduction principles and approach
- Comprehensive knowledge of community resources, programs, services including Employment and Income Support, S.A.N.E, Sexual Health resources, healthcare resources, and 2SLGBTQQA+ resources and organizations.
- Varied shifts depending on the need of community/ organization.
- Ability to effectively communicate in both oral and written form paying attention to details and accuracy.
- Must be able to lift to 50 lbs.
- Knowledge of Indigenous communities and organizations in Nova Scotia and the services they provide, both on and off reserve.
- Ability to work with a culturally diverse clientele demonstrating cultural awareness and sensitivity.
- Strong computer literacy skills including experience working with word, excel and video communications such as zoom etc. and other office equipment.
- Strong time management, organizational skills, including the ability to efficiently prioritize and manage multiple tasks.
- Proven ability to complete projects according to outlined scope, budget, and timeline.
- Proven ability to be a team player with experience working with others to develop a timeline, create schedules, and oversee progress to make sure goals are met on time.

- Ability to manage complex and highly confidential information and maintain strict confidentiality.
- Ability to proactively identify issues, adapt and recommend suitable solutions.
- Ability to work with vulnerable populations.
- Ability to work independently with minimal supervision and be a team player.
- Valid driver's license, reliable vehicle, and the ability to travel throughout the province including overnight stays.
- Criminal Record Check – Vulnerable Sector and Child Abuse Registry.

Resumes can be submitted to:

[humanresources@nsnwa.net](mailto:humanresources@nsnwa.net)

Salary: \$45,000 - \$50,000 depending on skills and experience.

Posting date: March 24, 2023.

This position will remain open until filled.