



Niislaa Naay Healing House Society

JOB POSTING

Medical Travel Coordinator

Hourly Rate: \$30.91

Type: Full-Time, Temporary, 18-Month Maternity Leave Coverage

Location: 347 Eagle Ave Old Massett

Reports to: Operations Manager

About the Role

The Medical Travel Coordinator supports the delivery of the Medical Transportation Program for status First Nations clients living in Haida Gwaii, on and off reserve, from Old Massett to Port Clements.

Working closely with the Medical Travel Administrator, the Medical Travel Coordinator arranges and coordinates medical travel, including flights, accommodations, ground transportation, meal allowances, and required documentation.

Key Responsibilities

- Process medical transportation referrals accurately and in a timely manner in coordination with the Medical Travel Administrator.
- Complete and submit FNHA Benefit Exception Forms and other required travel documentation.
- Coordinate airfare, hotels, taxi vouchers, meal allowances, and other travel arrangements.
- Prepare and maintain accurate travel itineraries, booking confirmations, and supporting documentation.
- Communicate travel arrangements to clients and escorts and provide assistance as needed.
- Maintain complete and accurate client travel files in accordance with FNHA requirements.
- Prepare cheque requisitions, review travel invoices, and ensure applicable costs are entered into the Kucen system.
- Follow up on outstanding Confirmation of Attendance Forms and other required documentation.
- Respond to after-hours travel needs due to weather, Medivacs, or other extenuating circumstances.
- Respond to community inquiries regarding Medical Transportation policies and procedures.
- Liaise with healthcare facilities, partner organizations, and travel and accommodation providers.
- Maintain confidentiality of client information and comply with Niislaa Naay Healing House policies and procedures.
- Perform other related duties as required.

Qualifications

- Grade 12 diploma, GED, or an equivalent combination of relevant education, training, and experience.
- Experience in administration, travel coordination, healthcare administration, client services, or a related field is an asset.
- Experience working with First Nations communities or in a healthcare environment is an asset.
- Satisfactory Criminal Record Check.
- Preference will be given to Haida candidates pursuant to Section 41 of the BC Human Rights Code.

Benefit Package

- Extended health care (Dental, Vision, Disability, Life)
- Pension Plan
- Paid time off, including an additional 2-week office closure during the winter break.

How to Apply

Send your resume and cover letter to hr@haidahealth.ca