



## Job Posting: Métis Patient Advocate

**POSITION TITLE:** Métis Patient Advocate

**DEPARTMENT:** Health

**CLASSIFICATION:** MGO-06

**SALARY Range:** \$65,000.00 to \$77,681.00 Per Annum

**POSITION TYPE:** Full-Time, Temporary 1-year

**LOCATION:** Hybrid, travel required

**ACCOUNTABLE TO:** Director of Health

### Brief Overview:

The Métis Nation – Saskatchewan is the government that represents Métis citizens in Saskatchewan, and MN–S Ministry of Health is responsible for improving the health and well-being of Métis citizens in Saskatchewan. The Ministry of Health does this through program development and operation, research and data partnerships, and the development of a Métis Health and Well-being Strategy. MN–S Ministry of Health has acquired funds to address anti-Indigenous racism in the health care system and requires a Métis Patient Advocate to work independently and collaboratively with MN–S Ministry of Health and the Saskatchewan Health Authority, including First Nations and Métis Health Services, to ensure Métis citizens are treated with respect and dignity by health care professionals and staff in Saskatchewan.

### Key Responsibilities:

- Serve Métis citizens and families
- Provide direct support and solutions to Métis citizens and their families in resolving concerns, complaints and questions related to the quality of primary and acute care received
- Develop Métis-specific intake and case management system internal to MN–S
- Honour and always promote a culturally safe environment and interact with citizens and families, community members, partners and colleagues through a relationship-based approach
- Connect citizens and families with Métis Health Navigators to provide continuous follow-up with patients/clients and families to ensure concerns are addressed in a reasonable and timely manner and coordinate access to cultural, spiritual, and emotional support such as connection to family, Elders, and community partners

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**Métis Nation–Saskatchewan (MN–S)**

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Saskatoon, SK S7K 0A7  
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[metisnationsk.com](http://metisnationsk.com)



- Escalate client concerns which cannot be resolved locally for further investigation and response through the Saskatchewan Health Authority
- Assist in the creation of resources and tools to improve client experiences when accessing programs and services in health and social services facilities, including information on cultural safety and relationship-based care initiatives
- Work with provincial staff to ensure patient/citizen and family concerns and complaints are addressed appropriately
- Advocate for anti-racist approaches, routinely identifying and addressing both conscious and unconscious bias and discrimination at the individual and systemic levels
- Represent and advocates for Métis perspectives and experiences to ensure the design and delivery of care and services are patient, client, and family centered and are designed and delivered using a culturally safe approach
- Support organizational change by identifying systemic barriers and contributing to multiple projects of varying complexity, including provincial commitments to ensuring Métis-specific cultural safety in the health care system
- Work directly with SHA/MoH leadership to ensure patient/citizen and family concerns and complaints are addressed appropriately
- Facilitate discussions between health and social services management and clients to share concerns and complaints in a safe space.
- Participate in and inform the development or amendment of policies, procedures, and improvement initiatives at the provincial level
- Apply frontline experience and an equity, cultural safety, anti-racism, family-centered and/or trauma informed lens to identify systemic program, policy, and procedural barriers and develops recommendations and solutions for improvement
- Contribute to the development and enhancement of client feedback mechanisms, including a client experience survey that reflects cultural safety
- Test new mechanisms, resources and tools; identify and act on areas of improvement, and create new approaches in partnership with members First Nations and Métis Health Services and SHA staff
- Monitor and analyze data to identify themes/trends of complaints, concerns or compliments and prepares recommendations to further inform the design and implementation of operational programs, guidelines and policies
- Support local implementation of new policies, processes, or other initiatives focused on Métis citizen experience and cultural safety

### Qualifications

- Bachelor's degree in health care, nursing, social work, or related discipline
- 5-10 years' experience working with Indigenous peoples and communities, including Métis peoples, in Saskatchewan

### Knowledge and skills:

- Knowledge of Métis culture
- Strong communication skills including speaking, writing, and active listening skills



- Strong computer skills (including Microsoft Word, Excel, database software, electronic communication tools such as Microsoft Outlook)
- Strong time-management skills along with the ability to prioritize daily tasks, organizational skills, and effective decision-making abilities
- Willingness to work within a team environment
- Professional telephone etiquette
- Skills in general administrative functions, including accurate typing, filing, ordering office supplies, maintaining office supplies and equipment
- Exceptional written and oral communications skills
- Excellent work attendance
- Knowledge of colonial history and contexts for understanding inequities (Métis-specific determinants of health) in health outcomes and access to health and social services, including but not limited to the residential school system and systemic racism
- Demonstrated understanding of existing health systems and policies at the regional and provincial levels
- Knowledge of Métis language and culture would be considered an asset
- Ability to understand the geographical and cultural needs of Métis peoples and to apply sensitivity to how community and culture impact the delivery of health care
- Knowledge of research, and monitoring and evaluation principles and techniques
- Ability to analyze health and social policies and programs from an equity, anti-racist, and culturally safe lens
- Ability to apply and develop creative and innovative approaches to project planning, implementation, and evaluation is an asset
- Ability to build and maintain excellent working relationships with colleagues and external partners to communicate program information, elicit and respond to input and feedback, and facilitate and implement change
- Knowledge of how to design and facilitate a change process, including the ability to build and work with groups and teams, planning and implementing change, skilled in group dynamics and conflict resolution
- Ability to effectively prioritize to meet changing demands
- Ability to work with compressed deadlines and multiple deliverables
- Self-care and self-regulation skills
- Organizational, analytical, facilitation and presentation skills when required
- Ability to apply a high level of sensitivity in responding to and handling patient/citizen and family concerns
- Skill and ability in de-escalation and non-violent crisis intervention

#### Additional requirements:

- Valid Saskatchewan driver's license and access reliable transportation
- Must undergo a Criminal Record Check with the Vulnerable Sector



- Please submit resume, references, and cover letter to [hr@mns.work](mailto:hr@mns.work) by **11:59 pm on October 3, 2022.**
- Must be fully vaccinated for Covid-19
- Work remotely with minimal supervision.

**As the government responsible for advancing rights and interests of Métis people in Saskatchewan, MN-S is committed to increasing the number of Métis employees working for the Nation. Hiring preference will be given to qualified candidates who are: Métis or another Indigenous group.**

**Only candidates selected for an interview will be contacted.**

