

WIICHIHIITUWIN LOGISTICS COORDINATOR (0255)

PERMANENT, FULL-TIME

UNIT:	Wiichihiituwin (203092)
WORK LOCATION:	Val-d'Or or Chibougamau
MANAGEMENT LEVEL:	Intermediate Manager
STATUS:	1 – Permanent full-time
SALARY:	Class 37: Min. \$73,955 - Max. \$96,141

SUMMARY OF THE POSITION

Wiichihiituwin is the unit that connects clients to medical and social services that are not provided to the public in Eeyou Istchee. The unit coordinates travel, accommodation, local transportation, meals and appointments for nearly 33,000 client visits (patients and escorts) who need to travel within or outside Eeyou Istchee to receive health, social or specialized off-site services. These can be short- or long-term services offered at one of our 4 sites of operation: Montréal, Chisasibi, Chibougamau and Val-d'Or, or any other site when requested or necessary. The unit also collaborates with other institutions in the Quebec health system, including in Montréal, Northern Quebec and Rouyn-Noranda.

Reporting to the Wiichihiituwin Logistics Assistant Director, the incumbent will support them in their regional duties of operational and logistical management. They are responsible for planning, organization, coordination, implementation, control, supervision and ongoing assessment and production of reports on all operational and logistical activities. The incumbent is responsible for the management of human, financial, material and information resources related to their sectors of activity for the Val-d'Or and Chibougamau points of service.

SPECIFIC DUTIES

1. Provides ongoing leadership to the employees under their responsibility as well as all activities related to sound human resources management, involving engagement, teamwork and accountability in order to achieve the unit's objectives while maintaining a respectful and harmonious work environment at Wiichihiituwin's Val-d'Or and Chibougamau points of service;
2. Helps plan and oversee the organization, coordination, implementation and control of the following activities: planning of client travel, accommodations, meals, transportation and interpretation services for Wiichihiituwin's Val-d'Or and Chibougamau points of service;
3. Oversees operational evaluation as well as the organization, coordination, implementation and control of support activities for transportation, maintenance and safety services;
4. Ensures that a safe, hygienic environment is maintained for patients or clients and staff;
5. Oversees the continuity of services provided by the Val-d'Or and Chibougamau sites, ensuring that they complement those offered by other services of the organization and other resources within and outside the region;
6. Ensures effective communication and liaison with CMCs, the hospital, youth protection services and the DPSQAs of the region, as required;
7. Conducts assessments and manages computer equipment for Val-d'Or and Chibougamau and ensures that the medical and logistical equipment required for clients is present in the various facilities as well as in land and air transportation, as required;
8. Helps identify what types of services are required for users' spiritual needs, in accordance with the Miyupimaatsiun medicine wheel approach.
9. Ensures quality and efficiency of customer service and 1-800 line and management of customer dissatisfaction where applicable;
10. Helps implement and monitor the identification process and tracks quality indicators concerning the services offered to clients;
11. Ensures that the family and other persons important for users are included in the Wiichihiituwin practice process;
12. Exercises decision-making authority and accountability for their field of activity in accordance with the results expected by the Wiichihiituwin unit;



13. Collaborates with management in the planning, organization and control of the activities necessary to achieve the objectives of various projects assigned to them by Wiichihiituwin management;
14. Assists in the implementation of logistical mechanisms intended to enable the sectors of Wiichihiituwin's Val-d'Or and Chibougamau sites to respond to administrative emergencies at night, during the day, in the evening, on weekends and on statutory holidays;
15. Oversees and monitors policies, norms and standards of Wiichihiituwin's Val-d'Or and Chibougamau points of service;
16. Ensures that administrative services are provided in accordance with the mission, philosophy, objectives and programs of the Cree Board of Health and Social Services of James Bay and Miyupimaatisiun, following an interdisciplinary, community-based approach;
17. Helps identify what programs and logistical services the public, communities and the organization may need for Wiichihiituwin's Val-d'Or and Chibougamau points of service.

REQUIREMENTS

Education and experience:

- Bachelor's degree in administration, management or social sciences;
- Three (3) years in a management position at a health care facility or in a similar supervisory management position;
- Relevant change management experience.

Knowledge and abilities:

- Knowledge of MSSS services, relevant legislation and regulations, the network and orientations of hospital and medical services, CMCs, CHSSCs (CSSSs);
- Knowledge in the following areas: support and care systems for in-transit patients; liaison between the professionals who manage patients and providers of secondary or tertiary care; transportation and accommodations logistics systems; management of patient accommodation;
- Knowledge of the background and issues pertinent to health services for First Nations and Cree culture;
- Excellent interpersonal communication skills;
- Excellent written and oral communication skills;
- Results-oriented, self-directed, flexible and able to handle multiple tasks at once;
- Focused on a proactive customer approach;
- Strong aptitude for inspirational leadership and self-management;
- Knowledge of section 14 of the James Bay and Northern Quebec Agreement, an asset.

LANGUAGE

- Proficiency in English and French;
- Proficiency in Cree is an asset

OTHER

- Includes on-call periods;
- Willingness to travel frequently.

POSTING START/END DATE:	2022-05-13/2022-05-27
NO. OF POSITIONS AVAILABLE:	1
HOUSING PROVIDED:	No
SHIFT TYPE:	Day
HOURS PER DAY/WEEK:	7/35

HOW TO APPLY

To apply, please send your résumé to:

Cree Board of Health and Social Services of James Bay

Tel.: 514-861-5955 **Fax:** 514-989-7495

Email: jobs.reg18@ssss.gouv.qc.ca



On your application, please make sure you specify the posting number and the title of the position for which you are applying.

WE THANK ALL CANDIDATES WHO APPLY. HOWEVER, ONLY THOSE SELECTED FOR AN INTERVIEW WILL BE CONTACTED.

COMMENT

In accordance with various sections of the James Bay and Northern Quebec Agreement (JBNQA), the Board's objective is to hire qualified and competent beneficiaries of the JBNQA to fill all of its positions.

Please note that candidates registered under the Indigenous Succession Plan may be considered for this position if they have earned sufficient university credits to qualify to perform the management activities associated with the position.