

JOB DESCRIPTION

JOB TITLE	Métis Health Experience Advocate
MINISTRY/DEPARTMENT	Ministry of Health and Wellness
REPORTS TO	Senior Manager, Métis Health Equity
JOB FAMILY	Professional/Expert
CLASSIFICATION LEVEL	Level 3
DATE CLASSIFIED	August 2024

POSITION SUMMARY

The Métis Health Experience Advocate plays a pivotal role in guiding individuals through the various complaints, concerns, and compliments processes across BC to ensure their experience is heard and validated. Leveraging a robust network, the advocate is well-connected to health authority Patient Care Quality Offices (PCQO), the BC Provincial Ministry of Health, and external partners including the BC Ombudsperson when necessary. The Métis Health Experience Advocate serves as a vital link between patients and their families, offering localized support and navigating them through existing provincial feedback processes. Beyond addressing immediate concerns, the advocate establishes connections to mental health resources and other health support systems, ensuring a holistic approach to patient well-being.

Collaboration with regional and provincial health programs is a cornerstone of this role, as the advocate actively contributes to creating culturally safer care environments for Métis individuals. This involves not only addressing individual cases but also participating in broader initiatives to enhance health care practices and influence health system transformation. Furthermore, the advocate is committed to fostering community engagement, including participating in various events that bring together both Métis communities and health care professionals. By actively working alongside Métis communities, the advocate ensures that their unique voices are not only heard but are also authentically represented in matters related to health and wellness.

In essence, the Métis Health Experience Advocate is a dedicated professional who combines advocacy, cultural sensitivity, and a comprehensive understanding of health care systems to ensure the needs and perspectives of Métis individuals are integrated into the fabric of provincial health quality improvement processes.

LOCATION

- Provincial Head Office – Surrey, BC.

DUTIES & RESPONSIBILITIES

- Collaborates with key stakeholders regarding Métis health complaints, concerns and feedback to support a culturally safe and appropriate resolution of issues.
- Assists with development, evaluation, and improvement of the Métis Health Experience Program
- Assists MNBC and Métis Chartered Communities with health complaints, concerns and feedback process navigation to strengthen awareness and understanding of patient rights and responsibilities.
- Ensures patient/family feedback and complaint data are tracked for accountability and quality improvement purposes.
- Engages with and holds space for Métis individuals to take part in safe, Métis-led conversations around health



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care and mental health experiences.

- Implements an escalation protocol to address the real-time health complaints and concerns of Métis patients in partnership with health authority Patient Care Quality Liaisons and Consultants to ensure Métis patient complaints, concerns and compliments are heard, actioned, and addressed in a culturally relevant and respectful manner.
- Contributes to the enhancement of the overall health care system for Métis individuals by actively engaging quality improvement initiatives, working groups, meetings, and projects.
- Fulfills obligations and responsibilities in the context of relevant legislation, regulations, and common law collaborating with the Patient Care Quality Review Board.
- Engages in initiatives, working groups, meetings and events with a primary objective of improving health care complaint, concern resolution and feedback processes for Métis.
- Works collaboratively across the health system to embed and uphold restorative approaches to healthcare harms.
- Liaises with the Senior Manager, Métis Health Equity and Health Policy Analysts to carry out literature reviews, environmental scans, and best practices reviews of programs to support Métis wellness.
- Supports the development of educational, knowledge translation, and advocacy resources for Métis Chartered Communities.
- Supports the development, recruitment, and ongoing technical support to the creation of a Métis Health Experience Circle to provide community insight and guidance into the development and delivery of MNBC's Métis Health Experience Program.
- Informs the management of Métis client feedback issues (verbal and written) and courses of action when complaint and concern resolutions do not occur.
- Ensures timely and effective triaging of complaints, concerns and compliments, and determination of follow up actions in response to patient/family feedback and related situations.
- Ensures the appropriate referral of issues with potential risk or liability to health authorities and the Ombudsperson.
- Shares complaint, concerns, and compliment trends with MNBC's Ministry of Health to inform advocacy and policy work.
- Coordinates conversations aimed at resolutions between patients/families, their representatives, and health care staff as appropriate.
- Prepares briefing notes, summaries, evidence reports, and PowerPoint presentations for stakeholder meetings
- Supports the development of policies and procedures dealing with management of patient/family feedback.
- Participates in inter-ministerial/interdepartmental meetings as appropriate, communicating complaint, concern, and compliment trends and sharing knowledge of Métis perspectives and cultural safety to help inform and guide MNBC operations.
- Remains informed of current and relevant legislation, regulations, Indigenous Cultural Safety practices, standards, and common law collaborating with other departments such as Intergovernmental Relations.
- Maintains currency with the complaints policies and procedures of partner organizations such as First Nations



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Health Authority (FNHA) and or/health authorities.

- Participates in committees and project teams as required.
- Undertakes related duties as assigned, consistent with the job grade of the position.
- Other duties may be assigned as needed to ensure the efficient operation of MNBC.
- Regular/occasional attendance at meetings/ events that may require work and travel outside of normal business hours.

Supervision Given

- None

QUALIFICATIONS

- Diploma in health care, social work or a relevant field (e.g., Health, Social Services, Public Health, Social Work, Education, Nursing, Allied Health) or a related field from a recognized, post-secondary institution.
- Minimum of four (4) years of experience in a health, social services, substance use, or related setting.
- Eligible for formal professional or technical registration in the appropriate area of expertise.
- A combination of relevant experience, education, and training may be considered.
- Governmental and project management experience considered an asset.
- De-escalation and conflict resolution an asset.
- Knowledge of pertinent laws and legislation, including the Freedom of Information and Protection of Privacy Act, the Patient Care Quality Review Board Act, Residents' Bill of Rights and Section 51 of the BC Evidence Act.
- Prior experience working or volunteering for an Indigenous organization/program that includes interacting and developing relationships with Indigenous people and Indigenous communities.
- Proven ability to work effectively in a small team to oversee a broad portfolio and large projects.
- Demonstrated ability to effectively communicate both verbally and in writing.
- Experience with providing trauma informed care and using strengths-based approaches
- Ability to navigate highly sensitive conversations.
- Proven ability to prioritize tasks, meet deadlines, and work with minimal supervision.
- Proven ability to utilize, adapt and embrace new technologies, including Office 365 and other database/software required by the role.
- Ability to travel to engage with Métis Chartered Communities and attend meetings, events, and conferences.
- Knowledge and/or awareness of the historical and contemporary contributions made by Métis in B.C.
- Possession of, or the ability to obtain, a Class 5 driver's licence may be required.
- The position may require the completion of a Criminal Record Check and Vulnerable Sector Check.



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MNBC VALUES

- **Manâcihitowin (Respect)** - We respect ourselves, others and all Creation.
- **Kwayes'kwât'sowin (Integrity)** - We hold integrity as a core value. We are honest with ourselves, our colleagues, our communities, and our partners. We are reliable and follow through on our word.
- **Ahtisihcikêwin (Innovation)** - We draw on the spirit of Métis innovation and bring forward our curiosity and creativity to problem solve and develop new solutions for our people.
- **Tâpahtiyim'sowin (Humility)** - We show and practice cultural humility and cultural agility. We are open to new ideas and recognize the wisdom that surrounds us from others who carry different experiences than ours.
- **Kisîwât'sowin (Kindness)** - We show and practice lateral kindness in our organization and to everyone with whom we interact on behalf of the Nation. We practice kaa-wiichihitoyaahk (we take care of each other.)
- **Sipihkisôwin (Resilience)** - We are resilient and do not fear challenges or setbacks but remain courageous and learn from each step of the journey. We channel the courage of our Métis ancestors who faced adversity and remained resilient.
- **Atoskâtowin (Teamwork)** - We work together and actively seek opportunities to share information, collaborate on initiatives, and practice reciprocity for stronger outcomes. We embrace teamwork to achieve greater potential for success.