



## JOB DESCRIPTION

<b>POSITION TITLE</b>	<b>Medical Travel Officer</b>	<b>STATUS</b>	Full-Time, Indeterminate
<b>DEPARTMENT</b>	Wellness and Social Programs	<b>LEVEL</b>	5
<b>SUPERVISOR</b>	Manager, Wellness and Social Programs	<b>REVISED</b>	January 28, 2026

### Context Statement

As an order of government in Canada, FNNND has the authority and responsibility to manage lands and resources within its Traditional Territory for the benefit of present and future generations, in accordance with the FNNND Final Agreement, Self-Government Agreement and FNNND Constitution.

### Job Overview

Reporting to the Manager, Wellness and Social Programs, the incumbent is responsible for the effective and efficient administration and delivery of medical travel-related programs using a case management approach. Key responsibilities include liaising with Non-Insured Health Benefits (NIHB), the Mayo Nursing Station and medical clinics to ensure all Status First Nation clients are appropriately supported and covered for medical travel outside of Mayo, assisting with the Funeral Planning Assistance program, and coordinating health care and emergency medical needs in accordance with FNNND's Medical Policy. The incumbent supports clients with ordering medical equipment and non-covered prescriptions, and assists with prescription research when requested.

### Main Duties and Responsibilities

- Assist clients with health care and emergency medical needs in accordance with FNNND's Medical Policy, including liaising with Non-Insured Health Benefits (NIHB), processing medical travel applications, arranging and confirming client accommodation for medical travel, and coordinating transportation with the Department's Medical Driver.
- Determine client eligibility and the amount of financial assistance in accordance with NIHB medical travel regulations.
- Advocate on behalf of clients with NIHB and health care providers regarding eligibility decisions, appeals, travel extensions and exceptional coverage requests.
- Provide clients and families with information on medical travel processes, NIHB benefits, required documentation and client responsibilities.
- Liaise with Mayo Nursing Station and medical clinics to coordinate client medical appointments and related travel requirements.
- Where the client requires transportation for medical purposes, make a referral to FNNND's Medical Driver after confirming whether the client has an approved family member who can act as an escort. If a client requires urgent medical attention, the incumbent must call 911. Under no circumstances shall the Medical Travel Officer transport a client.
- Coordinate urgent after-hours medical travel, including emergency charters, escorts and accommodations in collaboration with the Nursing Station and NIHB.
- Document, maintain and safeguard client medical travel files.
- Review and verify medical travel invoices, accommodations and transportation costs for accuracy, and ensure client medical travel documents are signed and submitted to the Department of Finance.
- Maintain medical travel file records.

- Identify and report any suspected negligence or abuse in accordance with adult protection legislation.
- Coordinate the administration of FNNND’s Funeral Assistance Program, and assist with the planning and organizing of funerals and potlatches for FNNND families who request assistance.
- Coordinate the administration of travel relating to FNNND’s Medical Emergencies program.
- Ensure vehicle mileage logs (related to medical travel) are completed and submitted monthly.
- Attend Departmental staff meetings, special working groups and inter-agency meetings, as requested.
- Serve as the designated on-call person for medical emergency call-outs based on a rotating schedule as determined by the supervisor.
- Assist with the development and management of a tracking system that monitors NIHB reimbursement when FNNND provides pre-payment for medical travel expenses.
- Assist with updating FNNND’s Medical Policy.
- Other duties as required.

## **Education and Experience**

- Post-secondary degree, diploma or certificate in health or social services with two years of related experience preferred; an equivalent combination of education, work experience and on-the-job training may be considered.
- Experience with office management is an asset.
- Experience working with and knowledgeable of health and social issues impacting First Nation people.
- Proficiency with Microsoft 365 (Word, Excel, PowerPoint, Outlook).
- Knowledge of FNNND culture, governance and community is an asset.
- Knowledge and experience with case management is an asset.
- Familiarity with (or willingness to learn) the Aboriginal Information System (AIS).

## **Management Skills**

- Ability to work independently and in a team environment, with minimal supervision.
- Strong organizational skills and ability to stay focused and on track.
- Strong written and oral communication skills.
- Strong documentation and records management skills.
- Experience managing conflict and resolving issues in a calm and professional manner.
- Ability to handle confidential or sensitive information appropriately and maintain strict confidentiality.
- Familiarity with interpreting and monitoring financial budgets is an asset.

## **Interpersonal Skills**

- Ability to deal with people sensitively, tactfully, diplomatically and professionally at all times.
- Strong people and customer service skills, with ability to communicate clearly in person and in writing.
- Use of tact and good judgement.
- Ability to be a positive community role model, demonstrating healthy lifestyle practices and stability, maturity, integrity and sobriety in the workplace.

## **Direction/Decision-Making**

While the Manager, Wellness and Social Programs establishes the overall goals, priorities and expectations for the position, the incumbent works independently on a daily basis with minimal supervision and in accordance with FNNND legislation, policies and procedures. Issues that fall outside established procedures or require clarification, or issues or concerns that may significantly and adversely impact a client’s health and well-being are referred to the supervisor for resolution.

## **Impact and Accountability**

The incumbent is accountable for providing the best possible medical travel and related supports to FNNND Citizens within established legislation and policies, and for the accurate assessment of program eligibility. Errors or poor decisions can negatively impact the quality of health and wellness supports provided to Citizens.

## Working Conditions

The incumbent works in a normal office environment with extensive computer work (documenting, writing reports and entering data) and some physical effort such as walking, driving, bending and lifting. The role involves frequent travel within the community to deliver programs, often outdoors, and working evenings or weekends, when necessary, to meet program needs. Regular monthly and annual critical deadlines must be met while managing frequent interruptions. The incumbent may encounter upset, emotional clients who feel their needs are not being met, which can be stressful. Tact, empathy and judgment are required to address sensitive and sometimes stressful issues regarding individuals.

## Key Personal Contacts and Contact Nature

Manager, Wellness and Social Programs	Direct supervisor. Receive direction, provide reports.
Department Staff	Collaborate on projects and daily duties, information sharing.
Other FNNND Staff	Information sharing.
FNNND Citizens	Information exchange, address enquiries.
Mayo Nursing Station and Medical Clinics	Liaison, coordinate services, information exchange, address enquiries.

## Supervised Employees

- none

## Conditions of Employment

- Criminal Records Check and be alcohol/drug-free.
- valid Class 5 Driver's License and Driver's Abstract (preferably Class 4).
- First Aid and CPR Level C (Wilderness First Aid preferred).
- willingness to take training pertaining to the position.

## Amendments

This job description accurately reflects the present position, and may be reviewed and amended on a regular basis. Significant changes will be made following appropriate consultation.

## Position Approval and Acknowledgements

### Supervisor

I have reviewed the position (with the incumbent where applicable) and agree that this is an accurate reflection of the duties and responsibilities assigned to this position.

### Incumbent

I have read the foregoing description and understand that it is a general description of the duties assigned to this position.

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**Supervisor**

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**Incumbent**

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**Date**

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**Date**

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**Department Director**

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**Director of Human Resources**

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**Date**

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**Date**