One Arrow First Nation
EMPLOYMENT OPPORTUNITY

Non-Insured Health Benefits (NIHB) Coordinator – Health Clinic (Full-time Position)

POSITION SUMMARY:

Reporting to the Health Director, the NIHB Coordinator is responsible for the effective administration, coordination, and monitoring of NIHB benefits and Medical Transportation services, ensuring that community members receive timely, respectful, culturally appropriate, and client-centered support in navigating health benefit programs and accessing necessary medical care.

DUTIES AND RESPONSIBILITIES:

- Support clients in coordinating local and long-distance medical transportation arrangements, including scheduling appointments, organizing accommodation and/or bus, air, or rail travel, as applicable.
- Process requests for travel coverage related to visits with external Traditional Healers in accordance with applicable NIHB policies and guidelines.
- Maintain current knowledge and understanding of the policy frameworks, program guidelines, agreements, eligibility criteria, and administrative requirements governing the Non-Insured Health Benefits (NIHB) Program and provincially funded health care services.
- Ensure all required client consent, confidentiality, privacy, and information-sharing protocols are followed when collecting, accessing, processing, or disclosing client information.
- Review client transportation requests to ensure appropriate use of available benefits, consideration of alternative funding sources, and compliance with applicable program policies and procedures.
- Ensure required driver documentation, including indemnification and medical attendance forms such as the Certified Medical Attendance Form, is current, complete, and maintained on file.
- Provide information, guidance, and advocacy to clients accessing the NIHB Program to support their understanding of available benefits, eligibility requirements, and application processes.
- Assist clients with the preparation and submission of appeals related to NIHB decisions, including conducting follow-up inquiries, gathering supporting documentation, and coordinating the collection of relevant information.
- Maintain accurate and up-to-date client records, trip information, and program data by entering and updating information in electronic databases, digital systems, and reporting tools.
- Review OAFN Health financial statements and prepare financial reports, reconciliations, and supporting documentation to assist with financial monitoring, accountability, and audit requirements.
- Prepare and submit required activity, service utilization, and financial reports to funders in accordance with established reporting schedules, funding agreements, and contractual obligations for Medical Transportation services.
- Other duties as required.

QUALIFICATIONS:

- High school diploma or equivalent; some post-secondary coursework in healthcare administration or a related field will be considered an asset.
- Previous experience in healthcare coordination, reception, or a related role is preferred.
- Experience working with First Nations and a good understanding of First Nations Health and social issues, history, traditions, and values
- Strong communication, organizational and interpersonal skills
- Proficiency in using office software, and transportation scheduling tools
- Knowledge of medical terminology, healthcare administrative procedures, and transportation logistics.
- Ability to handle high-stress situations with empathy and professionalism
- Depending on the healthcare facility, additional certifications such as CPR and First Aid may be required.
- Familiarity with insurance verification processes and billing procedures will be an asset.
- Mental Health First Aide and ASIST training would be an asset.
- Must have valid Saskatchewan Class 5 driver's license and a reliable vehicle.
- Criminal Record Check and Vulnerable Sector Check (CPIC).

Please submit cover letter, resume and three professional references to:

Human Resources
Box 147, One Arrow, SK. S0K 5C0
Or Email: jobs@onearrow.ca

Deadline: November 12, 2026