



3250 Schmon Parkway, Unit 1B
Thorold, Ontario L2V 4Y6
1 (888) 514-1370

INTERNAL/EXTERNAL JOB POSTING

Manager of Indigenous Health Care Relations

OFFICE LOCATION: IDHC has a virtual work environment with a Head Office in Thorold. The successful candidate may work anywhere in Ontario providing they are able to attend in-person meetings and events in community and at head office as required.

START DATE: ASAP

HOURS: 8:30 a.m. – 4:30 p.m. Full-Time (March 31, 2026)

IDHC is committed to providing and promoting a healthy lifestyle with a focus on the prevention and awareness of diabetes issues. IDHC will make every effort to recruit Indigenous candidates for all available positions. In addition to academic qualifications and professional background, IDHC will consider relevant life experience and personal healing journeys.

Reports to: Director of Programs

Department: Client Services and Knowledge Programs

Team: Programs

Compensation & Benefits:

- Salary Range: \$70,055.00 - \$74,813.00
- Promotion of work-life balance and support through Employee Assistance Program
- Insurance and Health Benefits Package (if eligible)
- Elder/Practitioner sessions, as needed
- Statutory Holidays: 9
- Gifted Holidays: 5, plus a 2-week winter closure
- Annual staff retreat: 1-2 including traditional food, ceremony, staff acknowledgements, teaching/sharing, and more.

Primary Objective:

To work with local Indigenous communities and the Niagara Ontario Health Team – Équipe Santé Ontario Niagara (NOHT-ÉSON) to facilitate health care planning and improve health outcomes for Indigenous Peoples. The NOHT-ÉSON's first strategic plan, launched in November 2024, contains an Indigenous Health pillar developed entirely by Indigenous communities. This position is a key leader in the implementation of the Indigenous Health pillar, as well other priorities identified by Indigenous communities through continuous engagement efforts. The OHT's Indigenous Health pillar is as follows:

Goal – To ensure that our health and social care services reflect Indigenous values, prioritize Indigenous voices in decision-making, and integrate community perspectives into all levels of planning.



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Key Responsibilities:

- Lead the development and implementation of an action/work plan for the NOHT-ESON's Indigenous Health pillar
- Facilitate engagement events and work with Indigenous communities to identify and prioritize improvement opportunities
- Carry and relay community voices and experiences to inform health care improvements
- Support local Indigenous individuals to engage in activities aimed at improving the health and wellbeing of community/Indigenous Health providers
- Participate in community activities/ceremonies to build/strengthen relationships with community members and health service providers
- Facilitate connections with/share opportunities with community members for active participation in OHT work
- Promote wholistic/two-eyed seeing health approaches (traditional and western lenses)
- Continually promote Allyship through education of those working in all areas of health care

Knowledge:

Core Competencies

- **Culture** - Takes personal responsibility to increase sensitivity, awareness and implementation of IDHC foundational teachings and organizational practices in both professional conduct and work-related deliverables.

Critical Thinking

- Applies systematic, logical reasoning when addressing problems or situations in order to arrive at an appropriate solution or outcome.
- Positive, solution focused interaction at all times.

Education/Work Experience

- Minimum of 2-year Post- Secondary Education relevant field or equivalent experience
- 1 - 3 years of experience working with the urban Indigenous community
- Minimum 1-year experience working in a not-for-profit organization

Scope

- To work with the local Indigenous communities and the NOHT-ÉSON to facilitate health care planning and improve health outcomes for Indigenous People

Technical Competencies

- Preparation of accurate reports and submit according to set deadlines.
- Self-motivator with ability to work independently and in a team environment
- Superior ability to work to deadlines with minimum supervision
- Strong listening, oral and written communication skills
- High proficiency in Office 365



Interpersonal Skills & Collaboration:

Teamwork and Collaboration

- Works collaboratively with others and addresses conflict in a win-win productive manner. This includes a mindset of sharing with others whether it is knowledge, recognition, information or skills. Working towards a common purpose for the good of IDHC and the communities of people it serves.
- Excellent management, planning skills and the ability to successfully facilitate multiple interest situations.
- Work closely with the Director of Programs, Finance Manager and other IDHC staff as per organizational processes.

Initiative & Problem Solving:

Results Orientation

- Accomplishes established goals, delivers the outcomes required and achieves the results. It includes the efficient and effective use of all resources (time, finance, people and technology).

Outputs

- Project synchronizations
- Filling project gaps
- Multi project alignments
- Attracting event participants
- Articulating health care networks
- Managing project data and administration
- Summarizing network development progress
- Summarizing resources etc. made available to Indigenous Peoples

Relationship Management:

Building Relationships and Strategic Partnerships

- Builds, develops and sustains business relationships / strategic partnerships that are mutually interdependent and working towards the common good of the organization.
- Knowledge in the area of Indigenous and non-Indigenous resources
- To recognize and access resources through other partners, linkages and other potential service providers who share the same interests as the IDHC

Responsibility For Safety & Wellbeing of Others:

Accountability

- Flexibility and adaptability are a must in our fast-paced organization
- Abide by the Health and Safety Act, laws and legislation
- Keep current Vulnerable Sector CPIC, according to IDHC policy and procedure manual
- Annual submission of Driver's Abstract
- Keep workspace clean and free of debris
- Must have a current, clear, vulnerable sector police check.
- Must have a clean driver's abstract and a current driver's license.
- Must have reliable transportation
- Ensure proper safety and storage of files



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A. Supervisory & Management Accountability – Internal

Primarily communicates with the Director of Programs (for direction and approvals). Work with managers, staff members and community members for the purposes of consultation, and collaboration.

B. Supervisory & Management Accountability – External

Communicates with interested partners, funders, various levels of Government, the OHT, Indigenous organizations, community members, Health Care organizations, various committees

Communication

- Effectively delivers information in a transparent, honest and clear manner. It includes actively listening, comprehending and responding appropriately when interacting with people. It is about being respectful when expressing opinions and points of view
- Ensures that all confidentiality requirements are met as per IDHC policy and the law.
- Performs other duties, related to the position, as assigned by the Director of Programs

Behavioural Competencies

- Attention to detail and accuracy
- Confidentiality
- Organizational skills
- Models the values of IDHC
- Time Management
- Non-judgmental
- Integrity
- Adaptability

Working Conditions:

This work will be carried out in a safe and suitable office environment open to mid- to high-level computer use, frequent contact by email, phone and in person. Provide support to several team members working, each working to overlapping deadlines. This role may involve some decision making.

Working Hours:

Office hours are Monday-Friday, 8:30 am – 4:30 pm. Full-time position.

Travel:

Travel may be required for evening or weekend events and overnight(s) to attend meetings outside of the office.

How to Apply: Please submit your cover letter, resume, and references no later than noon on **January, 20, 2025** via email to IDHC Human Resource Manager officemanager@idhc.life.

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, IDHC will provide accommodation in all parts of the hiring process.

Applicants need to make their needs known in advance to officemanager@idhc.life.



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Following the completion of the initial interview screening process, candidates who are selected for an interview shall be contacted by telephone or email to confirm their attendance at an interview. No notice need be given to the candidates who were not selected for an interview.