Stellat'en First Nation
791 Shun K'et Ti Fraser Lake, BC V0J 1S0

JOB DESCRIPTION

Position Information

Position: SFN Health Clinic Patient Travel Clerk
Reports to: Health Director
Hours: Full-time, permanent

PROGRAM DESCRIPTION

The Stellat'en Health Center is responsible for the management of Community Health Programs and Services. They provide quality service to the community members through the Stellat'en Health Center in a professional and confidential manner. The Health Center adheres to policies established by Stellat'en Band Council and Membership, governments, and regulatory bodies. They maintain records and submit all required reports and remittances and are accountable to Chief and Council Through the General Manager.

The First Nation Health Benefits (FNHB) program offers services to Stellat'en Members registered as Status Indians. This program helps clients apply for and access funding for healthcare and healthcare-related travel expenses provided by First Nations Health Authority. The program ensures clients have the necessary medical and administrative documents they need to apply for reimbursement of certain healthcare cost by the Canadian Federal government. This program aims to make healthcare services more accessible and to facilitate optimal health and well-being.

JOB DESCRIPTION

PURPOSE OF THE POSITION

The Stellat'en Patient Travel Clerk will perform all clerical duties for the FNHB Program.

RESPONSIBILITIES

- Assist clients with their applications for First Nation Health Benefits
- Counsel applicants on the criteria for which they may be eligible for FNHB Patient Travel
- Inform applicants of any support documentation required to verify their entitlement to FNHB patient travel.
- Provide clear directions to applicants regarding the programs' benefit access instruction, benefit delivery and claims processing procedures.
- Update and maintain the electronic charting and data storage in such a manner that claims history information data may be displayed, analyzed and reported on.
- Update and enter direct, and band administered, patient travel claims in the database, or similar software program as claim payments are authorized and issued.
- Submit claims with verification problems to the Health Director for review and resolution.
- Process claims and invoices in timely manner

- Liaise with SFN Finance to ensure the programs claims history database is up-to -date to execute weekly cheque runs
- Ensure coordination of patient travel/accommodation arrangements with medical appointments and execute payment procedures for patient travel claims in a timely manner
- Liaise with SFN health staff, medical professionals, client transport and accommodation providers, and the client themselves, to ensure coordination of patient travel
- Distribute claim payments to medical professionals, patient transport and/or accommodation providers, or to clients in the case of reimbursements.
- Refer CSFS client to other FNHB services providers as required.
- Perform other clerical duties such as filing, typing, answering telephone enquiries.
- Perform other related duties as assigned by Health Director.

KNOWLEDGE, SKILLS, AND ABILITIES / PERFERRED SKILLS

- Knowledge of First Nations culture and traditions (specifically Stellat'en)
- Working knowledge of FNHB Patient Travel guidelines
- Ability to maintain strict confidentiality regarding all FNHB Patient Travel information
- Ability to foster healthy client and SFN/CSFS staff relationships
- Ability to use electronic charting and data storage
- Proficient in computer skills using Microsoft Office Suite (MS Word, Excel); ability to prepare spreadsheets, operate work processing programs and accounting software
- Ability to organize, manage time and prioritize tasks
- Accurate typing skills to 40 wpm.
- Strong written and verbal communication skills
- High level of interpersonal skills
- familiarity with office equipment including copiers, scanners and printers

QUALIFICATIONS AND EDUCATIONAL REQUIREMENTS

- Completion of post-secondary office administration certification preferred.
- Two (2) years of direct experience working in an office environment.

WORKING CONDITIONS

- Work primarily in a climate-controlled environment with minimal safety/health hazard potential. Sedentary, sitting, walking, occasional lifting (overhead, waist level) from floor, bending, frequent near vision use for reading and computer use.
- Located in an open office area, faced with regular interruptions and a number of deadlines
- Communication with a wide variety of internal and external clients is required

SPECIAL CONDITIONS

- Initial and on-going employment is subject to submission of a clear Criminal Record Check. Criminal Record Check must be conducted every three years. Employee is expected to sign an SFN Code of Conduct, Ethics, and SFN Oath of Confidentiality contract.