



**SERDC
HEALTH**

Southeast Resource Development Council Corp.

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Employment Opportunity

TERM POSITION

Client Services

Southeast Resource Development Council Corporation (SERDC) is seeking individuals who are community-driven and are willing to make a difference in First Nations health.

BERENS RIVER

Client Services will be a point of contact for clients. This role is integral and requires the ability to communicate with clientele with respect and dignity, while working in a physically demanding and fast-paced environment.

BLOODVIEN

Client Services must be dependable and reliable with excellent time management skills and attention to detail, with a high level of professionalism and uphold strict confidentiality within this role.

BROKENHEAD

Position Responsibilities

- Greet clients on arrival at designated floor and accompany to assigned rooms; accompany clients from room to hallway entrance on departure.
- Coordinate with Security and Intake for Client Wellness Breaks – securing the area for clients.
- Accompany clients to and from hallway entrance during smoke, and/or wellness breaks, in addition to client departures.
- Deliver breakfast, lunch, and dinner meals at specified times outlined by the AIA facility while adhering to delivery protocol; prepare meal trays, update, and monitor meal tracking sheets.
- Discard of client meal garbage at designated garbage stations and clean/sanitize meal trays for next use.
- Deliver canteen items at specified times outlined by the AIA facility, unless otherwise requested.
- Restock designated client washrooms with toiletries, soap, hand towels, etc.
- Attend to client requests, notifying appropriate personnel of requests being made by client, ensuring social distancing and PPE protocol is adhered to.
- Perform light cleaning duties of designated client zones, such as vacuuming carpeted areas, dusting, and sweeping.
- Regularly clean all high-touch surfaces in designated client zones, such as doorknobs, handles, countertops, light switches, etc.
- Inventory control: stock and replenish snack/beverage items at designated stations, monitor supplies and document supply order form.
- Communicate with all appropriate personnel using a two-way communication radio.
- Adherence to policies and procedures to ensure effective operations of AIA site.
- Report any necessary incident reports, repairs, or replacements.

HOLLOW WATER

LITTLE BLACK RIVER

LITTLE GRAND RAPIDS

PAUINGASSI

POPLAR RIVER

- May be required to perform Vital Checks and Active Daily Monitoring in consultation between Clinical personnel and the contractor.

Qualifications

Essential:

- Grade XII or equivalent
- Previous experience performing housekeeping, and or client services.
- Ability to retain information, which is of a confidential nature.
- Ability to adapt readily to stressful situations.
- Great verbal communication skills with strict attention to detail.
- Possess strong interpersonal skills to maintain relationships with clients.
- Ability to prioritize under pressure, with excellent time management skills.
- Possess excellent organizational skills, work independently, take initiative, and have a strong work ethic.
- Ability to work effectively as a team - work well with others and is confident in all aspects.
- Capable and flexible to work shift hours: days, evenings, nights.
- Individuals must be double vaccinated and provide proof of vaccination

Physical Requirements:

- Capable to walk, stand, bend, twist, lift, and reach continuously throughout the entire shift
- Capable to lift at least 30lbs.
- Exposure to chemical substances, moisture, odour, noise, dust/grime, and interruptions.
- Contact with clients and staff/contractors.

Desired:

- Ability to communicate/speak in a First Nations language(s) (i.e., Ojibway/Cree/Oji-Cree, etc.) and/or previous exposure to First Nations communities and cultures would be a definite asset.
- Access to reliable transportation.

Conditions of Independent Contractor Agreement:

- Must produce a satisfactory Criminal Record Check (including Vulnerable Sector Search).
- Must produce a satisfactory Child Abuse Registry Check.
- Must produce a satisfactory Adult Abuse Registry Check

SERDC recognizes the importance of building an exemplary service delivery organization that is equal, inclusive, and reflective of the population it serves. Preference will be given to qualified SERDC or First Nation members who voluntarily self-declare in their application.

*****Reasonable accommodation is available upon applicant request.**

This is a term position until March 31st, 2022. Consideration will be given to those hired for the term position for future full time permanent roles within SERDC. We thank all applicants for their interest in this opportunity; however, only those selected for interviews will be contacted.

Deadline for application: Ongoing (**based on program demand**). Incomplete applications will not be accepted. Please send an up-to-date cover letter and resume in confidence to:

Site Manager

West St. Paul, MB

Email: aiaapplications@serdc.mb.ca