



Patient Travel Clerk (Temporary Part-Time) Part-Time

Port Hardy and North Island
Port Hardy

Wednesday September 16, 2026

\$21 - \$25/ hour (\$22.97-\$23.74 per hour)

Company: Gwa'sala-'Nakwaxda'xw Nations (GNN)

Website: <https://www.gwanaknations.ca/careers/>

Industry: Management/ Administration

Remote/Camp Based Job: No

How to apply:

Please submit a cover letter and resume outlining your qualifications and experience to: rosie_dugas@gnhfs.com, Rosie Dugas, Health Director Gwa'sala-'Nakwaxda'xw Nation Health & Family Services. Application Deadline: Sept 25, 2026. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Attachment: [Patient Travel Clerk Temporary Part Time- Sept 2026.pdf](#)

Expiry Date:

Wednesday, September 30, 2026

Details:

About the Position Gwa'sala-'Nakwaxda'xw Nation Health & Family Services is seeking a Temporary Part-time Patient Travel Clerk to coordinate medical travel services for community members who need to travel outside the community to access medically necessary health services. The Patient Travel Clerk is a key point of contact for community members and families and provides respectful, culturally safe, confidential and compassionate support throughout the medical travel process. Key Responsibilities • Coordinate patient travel arrangements, including flights, ferries, ground transportation and accommodation. • Process medical travel requests and ensure required forms and documentation are complete. • Coordinate eligible meals, escorts and travel-related reimbursements. • Communicate with clients, families, health care providers, hospitals, FNHA and transportation/accommodation providers. • Assist clients with navigating the FNHA Medical Transportation process. • Maintain accurate and confidential client, travel and financial records. • Track appointments, travel arrangements, reimbursements and required documentation. • Respond to travel changes, cancellations and

urgent travel needs. • Monitor medical travel expenses and assist with program reporting. • Identify barriers to accessing health care and bring concerns forward to the Health Director. • Maintain current knowledge of FNHA Medical Transportation policies and requirements. Cultural Responsibilities The Patient Travel Clerk will provide services that respect Gwa'sala-'Nakwaxda'xw and Kwakwaka'wakw culture, values and community protocols. The successful candidate will: • Provide culturally safe, trauma-informed and respectful service • Recognize the importance of family, Elders, culture and community connection when members are travelling away from home for medical care. • Support clients in identifying and communicating their cultural safety needs. • Respect client dignity, privacy, self-determination and informed choice. • Recognize the unique challenges of accessing health care from a rural and remote First Nations community

Qualifications & Experience:

• Experience working with confidential information is required. • Knowledge of FNHA Medical Transportation. • Experience working with First Nations communities is an asset. • Knowledge of Gwa'sala-'Nakwaxda'xw and/or Kwakwaka'wakw culture is an asset. • Strong organizational, communication and interpersonal skills. • Strong attention to detail and ability to manage multiple priorities. • Ability to work independently and as part of a health team. • Ability to handle sensitive situations with professionalism, compassion and confidentiality. • Proficiency with computers, email and Microsoft Office. Equivalent education and experience may be considered.
