



## About the Tsakwa'lutan Healing Centre

We, the We Wai Kai Nation, embrace our language and culture to build a proud, healthy, safe, and self-sufficient community. We support and encourage each other to thrive by following the footsteps of our ancestral history as stewards of our lands and waters, while balancing our role in modern-day society.

The Tsakwa'lutan Healing Centre, located on Quadra Island, represents a vision for addiction recovery with the goal of restoring lives, families, and empowering communities. Our approach is to destigmatize addiction as an individual issue and to engage, educate, and empower individuals, families, and communities in the recovery process. We achieve this by integrating the best of Western medicine with our traditional healing practices and values.

## About the Opportunity

We have an exciting opportunity for a full-time **Clinical Coordinator** based on **Quadra Island, BC**.

Reporting to the Clinical Director, the Clinical Coordinator provides administrative support to the Director and the clinical team. This role involves managing daily operations, coordinating client documentation, ensuring smooth communication between clinical and administrative staff, and facilitating the efficient functioning of clinical programs and services.

More specifically, your responsibilities include, but are not limited to:

### Administrative Support

- Provide comprehensive administrative support to the Clinical Director, including managing calendars, scheduling meetings, and preparing materials for appointments and presentations.
- Draft and edit correspondence, reports, and other documents for the Clinical Director.
- Handle confidential information and ensure compliance with privacy laws and regulations.
- Answer and direct phone calls, emails, and inquiries from clients, families, and staff.
- Assist in organizing and tracking staff training to ensure required certifications and competencies are maintained.

### Client Records and Documentation

- Maintain and organize client records, ensuring all necessary documentation is accurate, up-to-date, and compliant with relevant regulations and policies.
- Assist with the completed documentation of forms, treatment plans, progress notes, and discharge summaries.
- Track client admissions, discharges, and treatment progress as directed by the Clinical Director.
- Ensure proper documentation for insurance billing and reimbursement processes.

### Scheduling and Coordination

- Coordinate appointments for client assessments, therapy sessions, and group therapy, working closely with clinical staff and other departments.
- Schedule and coordinate meetings and training sessions for clinical staff, ensuring all participants are informed and prepared.
- Provide information and updates to the Clinical Director on client care issues, team needs, and other relevant matters.
- Organize logistics for treatment center events, workshops, and other activities related to client care.

### Clinical Program Support

- Assist the Clinical Director in implementing and evaluating clinical programs and services.
- Track and monitor program outcomes, providing support for audits and quality assurance activities.
- Compile data for reports and presentations related to clinical services and outcomes.

### Office Management

- Maintain office supplies and ensure the clinical team has the materials needed to provide care.

- Manage and update filing systems, both electronic and paper, in an efficient and organized manner.
- Ensure the clinical office environment is neat, professional, and conducive to productivity.

#### Compliance and Reporting

- Assist with maintaining compliance with licensing, regulatory, and accreditation standards.
- Help prepare reports for internal and external stakeholders, including governmental bodies, insurance companies, and accreditation agencies.
- Support the Clinical Director in preparing for audits and site visits.
- Other duties as assigned.

#### About You

To qualify for the Clinical Coordinator position, you will ideally hold a degree in healthcare, clinical administration, and/or have significant experience in a similar clinical coordination or executive support role. Experience within an addiction treatment or mental health setting is a strong asset.

Additionally, the following skills and background will be highly valued:

- Strong organizational and time-management skills, with the ability to manage multiple priorities.
- Excellent written and verbal communication skills.
- Clinical knowledge and experience in mental health and addiction services.
- Proficiency in Microsoft Office Suite and other relevant software.
- Proven ability to lead and support teams in a collaborative environment.
- Strong judgment, problem-solving skills, and a commitment to confidentiality.

As our ideal candidate, you are proactive, adaptable, and committed to supporting the centre's mission. Your ability to manage clinical operations while providing executive-level support makes you an invaluable member of the team.

#### About the Benefits

Compensation, based on skills and experience, is an annual salary of **\$65k – \$75k** and a host of excellent benefits including:

- Extended health, dental, and vision coverage
- Pension with up to 9% employer match
- Pick-up and drop-off available from Campbell River ferry
- A beautiful facility along the ocean

#### How to Apply

Interested candidates are invited to submit their application package to [info@healingcentre.ca](mailto:info@healingcentre.ca).

Application packages should consist of a letter of interest outlining how your previous experience and education align with this position and a most recent CV together in one PDF document. If you would like to learn more, inquiries before application submission are also welcome.

We encourage applicants to submit applications as soon as possible as applicants will be reviewed on an ongoing basis. We thank all applicants for their interest; only those selected for an interview will be contacted.

Please note – the successful candidate must provide three references and a clear criminal record check, including a vulnerable sectors check. Preference will be given to persons of Indigenous ancestry.