



EMPLOYMENT OPPORTUNITY

PATIENT TRAVEL CLERK

Department: Health & Family Services

Reports To: Rosie Dugas, Director of Health

Position Type: Temporary Part-Time (10-month Leave Coverage)

Hours: 0.5 FTE (17.5 hours/week)

Wage: \$22.97-23.74 per hour/based on experience

Application Deadline: Friday, Sept 25, 2026

About the Position

Gwa'sala-ʼNakwaxda'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-ʼNakwaxda'xw and Kwakwaka'wakw culture, values and community protocols.

The successful candidate will:

- Provide culturally safe, trauma-informed and respectful service.



GWA'SALA - 'NAKWAXDA' XW HEALTH & FAMILY SERVICES
BOX 127 • 403 TSULQUATE RESERVE • PORT HARDY, BRITISH COLUMBIA, CANADA • V0N 2P0
PHONE: (250) 949-8131 • FAX: (250) 949-6811 • WEB: WWW.GWANAK.COM

- 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 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.

What We Offer

- Part-time employment at 17.5 hours per week.
- A meaningful opportunity to support GNN community members in accessing health care.
- A community-based and culturally grounded work environment.
- Opportunities for training and professional development.

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.