



Internal Job Posting

Position Title:	Residential Care Worker (Dispatch)	Pay Grade:	As per collective agreement
Position Type:	Relief (On call as needed)	Hours of Work:	
Reports To:	Supervisor	Date Posted:	June 15, 2020
Union:	Public Services Alliance of Canada	Closing Date:	June 29, 2020 at 4:00pm
Competition Number:	2020-PSA-2.1	Number of Positions:	Two (2)

Position Overview

At Wequedong Lodge, our Employees are dedicated to ensuring a safe, comfortable and culturally appropriate environment for our clientele. Established In 1984, the mandate of Wequedong Lodge is to provide accommodations, including meals, translation, transportation and referral services to First Nations (on and off reserve), Metis and Inuit clients accessing medical care in Thunder Bay. We are currently looking for a compassionate and considerate individual who has a flare for customer service to join our growing team.

The Residential Care Worker (Dispatch) is primarily responsible for allocating and prioritizing the transportation of clients to and from medical appointments, to pharmacy and arrivals/departures. This position may require the worker to provide and/or arrange for intake, reception, security, accommodations (including meals), transportation (arrivals, departures, appointments), translation and referral services.

Qualifications

The Residential Care Worker (Dispatch) must possess:

- A one-year or two-year community college certificate and/or a diploma in the Social Services field.
- A minimum of two (2) years direct work experience with Aboriginal people in a residential care setting.
- Demonstrable and proven abilities in office work, phone etiquette, and computer literacy, client supervision and written and verbal communication.
- An adequate understanding of medical terminology.
- The ability to meet the physical demands of the job.
- The ability to deal with difficult clients, escorts and/ or visitors.
- Be knowledgeable with Security Guard procedures.



- A valid Class F Driver's License, WHMIS and First Aid / CPR Certificate.
- Proficiency in the use of computer systems (Computerized database system, Microsoft Word, Excel and other Web based tools).
- Fluency either in Ojibway, Oji-Cree or Cree would be an asset.
- An understanding and appreciation of Indigenous culture.

Duties and Responsibilities

1. Allocate and prioritize the transportation of clients to and from medical appointments, to pharmacy and arrivals/departures.
2. Review and maintain files, record forms, the daily appointments, and will perform general office duties as required.
3. Update the activity board with information pertaining to vehicle maintenance, room service requirements, maintenance requirements, client dialysis appointments and review for upcoming training memos.
4. Be responsible for light housekeeping and kitchen duties and outdoor maintenance.
5. Report in writing to the Maintenance Manager any maintenance or repair needs.
6. Conduct daily circle checks, maintain cleanliness of vehicles and record use of vehicles in the Trip Logbook.
7. Be responsible for client intake, client special needs, assigning rooms, providing orientation to Lodge clients (orientation includes information on accommodations, transportation, translation, and referral services), and by enforcing House Rules and procedures.
8. Provide transportation to and from medical appointments, to pharmacies and for arrivals and departures.
9. Have knowledge of fire evacuation procedures.
10. Liaise with medical personnel as required.
11. Participate in monthly and other staff meetings.
12. Perform dispatch, reception and security duties.
13. Assign other duties and responsibilities deemed necessary to the Residential Care Worker (Dispatch) on an on-going basis.



Application Process:

Interested candidates may apply in person, by mail, email or fax. Your application should include the competition number (2020-PSA-21), your cover letter and resume and may be submitted in confidence to:

Wequedong Lodge of Thunder Bay
656 City Road, Box 17, Fort William First Nation, ON P7J 1K3
Fax: (807) 626-9365
Email: hr@weqlodge.org

Wequedong Lodge is an equal opportunity employer and provides accommodation for job applicants in accordance with the Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

Accommodations are available on request for candidates taking part in all aspects of the recruitment and selection process. To make a request, please contact kkaing@weqlodge.org

While all responses are appreciated and will be handled with the strictest confidence, only those being considered for interviews will be acknowledged.