Job Posting
Non-Insured Health Benefits (NIHB) Client Navigator

About SERDC:

Southeast Resource Development Council (SERDC) is a dynamic Indigenous-led non-profit organization that focuses on the needs of our member communities. We strive to make a meaningful impact by supporting our people through on and off-reserve programs and services.

We serve eight member communities consisting of Berens River First Nation, Brokenhead Ojibway Nation, Bloodvein River First Nation, Black River First Nation, Hollow Water First Nation, Little Grand Rapids First Nation, Pauingassi First Nation and Poplar River First Nation.

What we offer:

- Comprehensive benefits package
- Pension
- Support work-life balance, including personal days, cultural leave, sick time, and a minimum of three weeks' vacation

Conditions of Employment:

- 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.

Salary commensurate with experience.

SERDC recognizes the importance of building an exemplary service delivery organization. We are committed to employment equity, diversity, and inclusion, and are proud to support career opportunities for Indigenous peoples to reflect the communities we serve.

Preference will be given to qualified SERDC community members or First Nation applicants who voluntarily self-declare in their application.

Reasonable accommodation is available upon the applicant's request.

We thank all applicants for their interest in this position; however, we will only be contacting candidates selected for interviews.

Closing Date: all applications must be received by **December 4th, 2026, at 4:00PM.**

How to Apply: Apply on our website and specify the position of interest **https://serdc.mb.ca/careers.**

Job Title	**Non-Insured Health Benefits (NIHB) Client Navigator**
Reports To	Health Promotion Manager
Division	Health Clinical
Department	Health Promotion

Job Purpose

Reporting to the Health Promotion Manager, *the NIHB Client Navigator* assists eligible First Nations and Inuit Clients in navigating the NIHB Program and related Provincial/Territorial programs and services, supports First Nation and Inuit Clients and Communities in increasing awareness of health access issues, and identifies ways of improving health services for First Nations and Inuit Clients.

Duties and Responsibilities

1. **Primary Contact and Client Support**
   - Serve as primary point of contact for First Nation communities, organizations, and individuals, facilitating access to the NIHB Program, providing program information, and collecting client feedback on NIHB and partner service providers.
   - Support clients with NIHB denials and appeals, regardless of First Nation community affiliation.
   - Help clients file complaints with the relevant authorities when issues concern health or safety, such as food and accommodation cleanliness or transportation safety.
   - Address client complaints regarding NIHB service providers, including transportation, accommodation, and meal providers, and assist in complaint resolution.
   - Assist Clients in working with their First Nation Community to address Community concerns raised by the Clients, including paperwork/documentation required for medical relocation or housing-related issues within the First Nation Community.
   - Assist clients in accessing mental wellness services not covered by the NIHB by liaising with other Federal/Provincial/Territorial/Community programs and service providers.

2. **Program Collaboration and Liaison**
   - Collaborate with the NIHB regional office on initiatives aimed at improving awareness and access to the NIHB Program and better integrating health services.
   - Liaise with First Nation/Inuit representatives, Federal/Provincial/Territorial health services, and healthcare providers to assist clients in navigating the NIHB Program.
   - Promote the role of the NIHB Navigator by participating in working groups and fostering understanding among First Nation communities, agencies, healthcare providers, and other relevant organizations.
   - Develop and maintain a network of contacts with stakeholders, healthcare providers, and Federal/Provincial/Territorial partners to strengthen collaboration.

- Work with First Nation communities to streamline processes for the Community Medical Transportation Program, such as assisting with implementing the accommodation pre-booking process, and implementing online booking with service providers.

3. **Communication and Outreach**
   - Develop a communication strategy to improve client awareness and understanding of the NIHB Program, including the distribution of program materials to relevant stakeholders.
   - Prepare and deliver educational sessions to clients, communities, and stakeholders regarding the NIHB Program, including at community meetings.
   - Implement outreach efforts targeting urban and homeless NIHB clients to ensure access to services and resources.

4. **Training and Capacity Building**
   - Identify training needs and opportunities to improve health service accessibility and health outcomes, including training for NIHB clients, healthcare providers, and community staff.

5. **Program Reporting and Compliance**
   - Complete and submit program activity reports using templates and data collection tools provided by the NIHB regional office.
   - Ensure financial reporting compliance in line with the contribution agreement budget limits and requirements.

6. Other related duties as assigned.

Qualifications/Skills

Education

- Completion of a college program or degree in a health-related field.

Knowledge, Skills and Experience

- Knowledge of the Provincial and First Nations health system.
- Demonstrated experience in cultural safety, and community coordination, preferably within First Nation communities.
- Demonstrated experience in program coordination and management, including implementation and evaluation.
- Advanced knowledge and appreciation of the social determinants of health and their impact on communities
- Demonstrated group facilitation abilities, capacity-building experience and strong analytical skills.
- Highly effective interpersonal and communication skills, as well as excellent report-writing skills.
- Ability to develop and maintain relationships with stakeholders at all levels.
- Ability to work with confidential and sensitive information.

DESIRED:

- Ability to speak Ojibwe

Working Conditions

- Primarily operates within regular business hours; however, flexibility is necessary, as some meetings, events, and community visits may occur in the evenings or on weekends to accommodate client schedules.
- The position is primarily office-based, with extensive communication required across various channels, including phone, email, and in-person meetings.
- Regular travel within the First Nation communities is essential to ensure client outreach and program visibility.
- Occasional participation in community events and meetings outside standard business hours may be required.
- Handling sensitive and confidential information, requiring discretion and professionalism.