



Position Title: Indigenous Patient Care Quality Liaison

Competition Number: [1402124E \(click to apply\)](#)

Location: Surrey, BC

Employment Status: Regular Full-Time

We strive to create an environment where you enjoy the work you do, the place where you work, and the people around you. From the financial advisor managing our health care resources, to the IT professional enabling life-saving data, to the nurse and physician on the front line of patient care, everyone plays a role in the care continuum. Together, we create great workplaces.

Position Highlights

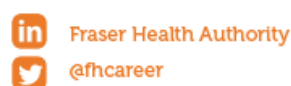
This is your opportunity to become a valued member of the dynamic and dedicated Patient Care Quality Office at Fraser Health. Bring your positive energy and dedication to quality in service and care to a role where you are a leader in establishing and maintaining positive relationships with First Nations, Métis and Inuit patients receiving care in the Fraser Salish Region. Respect and trust are key to your success. In this role, you will be reporting to the Managing Consultant, Patient Care Quality Office, with matrix reporting to the Manager, Aboriginal Health Strategic Initiatives.

Fraser Health is responsible for the delivery of hospital and community-based health services to over 1.9 million people in 20 diverse communities from Burnaby to Fraser Canyon on the traditional and unceded territories of Coast Salish and Nlaka'pamux Nations. Fraser Health is committed to embedding Indigenous cultural safety and advancing Truth and Reconciliation in the delivery of health services. Our team of nearly 40,000 staff, medical staff and volunteers is dedicated to serving our patients, families and communities to deliver on our vision: Better health, best in health care.

Build on your career experience as you:

- Consult and provide support and expertise to Operations Directors, Medical Directors, Managers and other senior leaders by bringing an Indigenous lens to the management of Indigenous and non-Indigenous patient/client/person in care and family feedback activities.
- Ensure a timely, effective and transparent process for complaints management and determination of follow-up actions in response to Indigenous patients/clients/person in care/family care quality concerns.
- Ensure accessible avenues for Indigenous patient/client/person in care feedback, and assist patients, clients, person in care and families in understanding their rights while navigating through organizational processes.
- Provide consultative services throughout Fraser Health on effective complaints management of Indigenous client feedback, including both verbal and written communication (and alternate methods) and courses of action when initial steps do not resolve issues to a complainant's satisfaction.

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- Shares complaint/concerns/compliment trends with Aboriginal Health team and other key stakeholders to inform training and policy work.
- Participate in the integration of quality improvement principles by providing regular reports to senior leadership on patient/client/person in care/family feedback.
- Utilize excellent judgment, conflict resolution, and verbal and written communication skills while handling diverse and complex issues in an empathetic, culturally safe, sensitive and respectful manner.

To join our team, you will need:

- Bachelor's Degree in a health services discipline (education, social work, nursing, allied health)
- Three years' recent, related experience in conflict resolution/crisis intervention and in working with Indigenous patients, communities, or populations.

This is a **Full-Time** position and will be based in **Surrey, BC**.

Take the next step and apply, so we can continue the conversation with you.

Come work with dedicated professionals who are hardworking and committed to provide quality healthcare to our clients/patients/residents. We invite you to find out why more than 95% of new employees recommend Fraser Health as an excellent place to work!

Curious to learn what it's like to work here? Like us on **Facebook** (@fraserhealthcareers), follow us on **Twitter & Instagram** (@FHCareer), or connect with us on **LinkedIn** (fraserhealthcareers) for first-hand employee insights.

Valued Benefits

A career at Fraser Health will offer you the opportunity to work in a fast growing and exciting organization with professionals who are eminent in their respective fields. We offer a competitive compensation package, including comprehensive benefits coverage.

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