



LOWER KOOTENAY BAND

830 Simon Road, Creston, BC VoB 1G2 Ph: 250.428.4428 Fax: 250.428.7686

Job Title: Community Support Worker – Medical Transportation & Client Services	
Location:	Type of Position: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Seasonal _____ <input checked="" type="checkbox"/> Year Round <input type="checkbox"/> Contractor
	Hours: 35 Hours / Week 8:30am – 3:30pm

Job Description:
<p>The Community Support Worker supports Indigenous individuals and families by facilitating access to health services, coordinating medical transportation, and providing advocacy and assistance with funding and resources. The position involves both administrative coordination and hands-on transportation services, ensuring community members can safely attend appointments locally and out of town. This role requires compassion, cultural awareness, strong organizational skills, and the ability to build trusting relationships within the community.</p>
Responsibilities and Duties:
<p>Community Support & Advocacy</p> <ul style="list-style-type: none">• Provide support and advocacy for community members accessing health and social services.• Assist individuals and families in navigating available programs, funding, and resources.• Facilitate access to funding and services for medical appointments and related needs.• Arrange funding for hotels, meals, and transportation for out-of-town medical appointments.• Advocate for direct billing with service providers when possible to simplify access to services.• Build strong, trust-based relationships with community members. <p>Medical Transportation</p> <ul style="list-style-type: none">• Safely transport community members to medical, dental, specialist, and other health-related appointments locally and out of town.



- Assist clients entering and exiting vehicles and help with mobility supports such as walkers or wheelchairs when required.
- Ensure clients arrive on time to appointments and are picked up promptly.

Coordination & Administration

- Coordinate out-of-town transportation and travel logistics for medical appointments.
- Maintain accurate records of trips, mileage, destinations, and client transportation.
- Obtain required documentation and signatures for FNHA medical transportation claims when applicable.
- Prepare and submit quarterly reports to the First Nations Health Authority (FNHA).
- Process cheque requisitions and maintain documentation related to travel funding and supports.
- Communicate scheduling changes, delays, or cancellations with the Health team.

Vehicle Safety & Maintenance

- Conduct routine vehicle inspections before and after trips.
- Maintain the vehicle in a clean, fueled, and safe condition.
- Report any mechanical issues or safety concerns to the Health Director.
- Follow all transportation safety standards and provincial driving regulations.

Community & Cultural Considerations

- Maintain confidentiality and protect personal health information.
- Provide culturally respectful service that reflects the values of the Indigenous community.
- Build positive relationships with Elders, youth, families, and all clients accessing services.



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- Represent the Band professionally when interacting with hospitals, clinics, and service providers.

Qualifications / Requirements:

- Valid Class 4 or Class 5 Driver's License (Class 4 preferred depending on vehicle type).
- Clean Driver's Abstract.
- Criminal Record Check.
- Ability to lift 30–50 lbs and assist individuals with mobility needs.
- Strong communication and interpersonal skills.
- Strong organizational and time management abilities.
- Ability to maintain strict confidentiality and professionalism.
- Ability to work independently and manage scheduling responsibilities.
- Understanding of the barriers faced by Indigenous communities.
- Demonstrated cultural sensitivity and respect for Indigenous cultures and traditions.

Created and Approved By: Matty Fedorowich	Title: Human Resource Administrator
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Date: March 2026	
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