



JOB POSTING:

Non-Insured Health Benefits (NIHB) Navigator

Blackfoot Confederacy Tribal Council

Employment Type: Full-Time, 3-Year Contract

Work Location: Office located in Kainai-Blood Tribe, with regular travel to Siksika Nation and Piikani Nation

Reports to: Health Director, Blackfoot Confederacy Tribal Council (BCTC)

Number of Positions: One (1)

Posting Closing Date: Monday June 15, 2026

About the Role:

The NIHB Navigator provides front-line service delivery to on-reserve eligible clients from Siksika Nation, Blood Tribe, and Piikani Nation. This role serves as the primary point of contact for individuals to access the NIHB Program (medical transportation, dental, pharmacy, vision care, mental health counselling, and medical supplies/equipment). The Navigator handles a high volume of inquiries via phone, email, and in-person visits; provides case management and advocacy on denials and appeals; and collaborates with the NIHB regional office, provincial/territorial health services, and health providers. Regular scheduled presence on the nations is required. All work aligns with Blackfoot cultural protocols.

Key Responsibilities:

- **On-Reserve Client Focus:** Dedicated navigation support for on-reserve clients from Siksika, Blood Tribe, and Piikani, including claims, appeals, and medical transportation.
- **Scheduled On-Nation Presence:** Regular in-person client service delivery, community engagement, and support on Siksika Nation, Blood Tribe (Kainai), and Piikani Nation.
- **High-Volume Client Contact:** Respond to a high volume of inquiries via telephone, email, and in-person visits with timely, professional, and culturally appropriate responses.
- **Travel:** Regular travel to Siksika Nation and Piikani Nation (in addition to Kainai office location).
- **Case Management & Referrals:** Case management and referrals within community health systems, ensuring cultural and traditional needs are prioritized.

- **Collaboration & Liaison:** Liaise with NIHB regional office, health services, professional organizations, and providers.
- **Community Engagement:** Coordinate community engagement activities to promote awareness of NIHB benefits and the role of the Navigator.
- **Policy Advocacy:** Identify policy gaps and barriers; advocate for improvements to NIHB, including medical transportation from reserve communities.
- **Record Keeping & Confidentiality:** Maintain organized client files and ensure compliance with BCTC policies and confidentiality requirements.
- **Professional Development:** Remain current with evolving NIHB policies and health system changes; actively pursue professional development

Qualifications:

Education & Experience:

- Recognized health-related diploma/degree (e.g., Health Care Administration, Social Work, Licensed Practical Nurse, Registered Nurse). Current registration with appropriate licensing body is considered a definite asset.
- Minimum of 2+ years of experience in client navigation, case management, or health administration, preferably within First Nations health services.
- Experience with claims, appeals processes, and navigating public health systems (provincial/territorial/federal) is strongly preferred.

Technical Skills:

- Demonstrated proficiency in Microsoft Office (Word, Outlook, Excel, PowerPoint) and database management.
- Ability to maintain digital and physical filing systems for confidential client records.
- High degree of discretion and integrity in handling confidential information.

Core Competencies:

- **On-Reserve Focus:** Demonstrated understanding of the unique health access barriers, medical transportation challenges, and needs of on-reserve members of Siksika Nation, Kainai-Blood Tribe, and Piikani Nation.
- Exceptional interpersonal, listening, counselling, and assessment skills.
- Creative, resourceful problem solver who excels in resolving communication issues and policy disputes.
- Strong written/verbal communication and presentation skills.
- **Cultural Sensitivity:** Knowledgeable and sensitive to Blackfoot culture, beliefs, issues, and barriers. Ability to speak and understand Blackfoot is considered a valuable asset.
- Discretion in handling confidential client information in compliance with privacy laws and BCTC policies.

Additional Requirements:

- Valid driver's license and willingness to travel extensively and regularly (required travel to Siksika Nation and Piikani Nation).

- Ability to work flexible hours when needed for community events or client deadlines.
- Must be able to work both independently and within a multi-disciplinary team.
- Satisfactory Criminal Record Check and Vulnerable Sector Check.

Work Environment & Requirements:

- **Work Environment:** Office setting handling confidential client information, with periods of high activity and pressure to meet client needs or appeal deadlines.
- **Travel Requirement:** Regular travel to Siksika Nation and Piikani Nation is mandatory. Regular scheduled presence on all three nations (Siksika, Kainai-Blood Tribe, Piikani) is required for client service delivery.
- **Primary Office Location:** Kainai-Blood Tribe.
- **Core hours:** Monday–Friday, 9:00 AM – 5:00 PM, with occasional evenings/weekends required for events or deadlines (advance notice provided).

Why Join Us?

- Play a key role in ensuring on-reserve members of Siksika Nation, Kainai-Blood Tribe, and Piikani Nation have equitable access to medically necessary health benefits.
- Work within a culturally supportive Blackfoot environment and collaborate directly with community leaders, health staff, and NIHB regional partners.
- Build specialized skills in First Nations health navigation, policy advocacy, and cross-jurisdictional case management.

How to Apply:

For more information and/or to request an **application package**, please email Blackfoot Confederacy Tribal Council Human Resources at: admin@blackfootconfederacy.ca

Deadline to Apply: Monday June 15, 2026, 5:00pm MST

Blackfoot Confederacy Tribal Council thank all interested applicants and advises that only those selected for an interview will be contacted.