



Evacuation Support Coordinator

PT Contract Role – 21 hrs /week
(3 months with potential extension)

Location: Niagara Region
Hourly Pay Rate: \$46.70

INTRODUCTION:

De dwa da dehs nye>s Aboriginal Health Centre is seeking an Evacuation Support Coordinator to support Indigenous community members, families, and caregivers who have been evacuated from their home communities due to fires, flooding, environmental emergencies, infrastructure disruptions, or other emergency events.

The Evacuation Support Coordinator will provide culturally safe, wholistic, trauma-informed navigation and on-site coordination for evacuees temporarily located within the Niagara region. The position will act as a key liaison between Primary Care Clinicians, evacuated community members, DAHC Senior Leadership, external Emergency Development Lead(s), Indigenous organizations, and local community supports.

This role builds on DAHC's navigation model, which focuses on bridging gaps between Indigenous community members, families, health and social service organizations, hospitals, community supports, and other providers to help people navigate complex systems and access culturally safe care.

KEY RESPONSIBILITIES:

The Evacuation Support Coordinator is responsible for providing timely, coordinated, and culturally safe support to Indigenous evacuees during emergency response situations. The role will help identify immediate needs, triage issues, connect individuals and families to appropriate services, support communication between care providers and leadership, and coordinate on-site support where evacuees are staying or receiving services.

This position requires strong knowledge of Niagara-based community resources, Indigenous organizations, health and social service systems, emergency supports, and culturally appropriate care pathways

Evacuee Support, Triage, and Navigation

The Evacuation Support Coordinator will:

- Serve as a first point of contact for Indigenous evacuees requiring Primary Care support while displaced from their home communities.
- Triage immediate and emerging needs and identify urgent issues requiring escalation to Primary Care Clinicians, DAHC Senior Leadership, the Emergency Development Lead, emergency responders, or other appropriate partners.
- Support community members, caregivers, and families in accessing health care, social services, emergency benefits, community supports, Indigenous services, and local resources.
- Assist evacuees in navigating unfamiliar systems while they are temporarily located away from their home communities.
- Provide practical problem-solving support to reduce barriers and improve access to timely care and services.
- Support continuity of care by helping connect evacuees to primary care, pharmacy, mental health, Traditional Healing, public health, hospital, and community-based services as needed.

Liaison and Communication

The Evacuation Support Coordinator will:

- Act as the primary liaison between evacuated community members, DAHC Primary Care Clinicians, DAHC Senior Leadership, external Emergency Development Lead(s), and partner organizations.
- Communicate trends, urgent concerns, gaps, risks, and emerging needs to external Emergency Development Lead(s) and appropriate DAHC leadership.
- Support clear communication between evacuees and care providers to ensure needs are understood and addressed in a timely and culturally safe way.
- Participate in huddles, briefings, debriefings, case discussions, and emergency response planning meetings as required.
- Provide updates to clinical and leadership teams while respecting privacy, confidentiality, and consent.
- Help ensure community members understand available services, next steps, and how to access support.
- Support coordination with home community representatives, where appropriate and authorized.
- Prepare and share concise healthcare updates highlighting clinic information, medication access, public health notices, transportation supports, and other relevant health services.

On-Site Coordination

The Evacuation Support Coordinator will:

- Provide on-site coordination at hotels, reception centres, community sites, clinics, or other temporary locations where evacuees are receiving support.
- Help organize daily support activities, wellness checks, service referrals, and access to care.
- Identify and respond to issues arising on site, including urgent needs, safety concerns, access barriers, family needs, or service gaps.
- Coordinate with clinical staff to support scheduled or urgent primary care access.
- Assist with transportation coordination, appointment support, and connection to local services.
- Maintain a calm, respectful, and supportive presence during high-stress emergency situations.

Community Resource Navigation

The Evacuation Support Coordinator will:

- Maintain strong working knowledge of Niagara community supports, including Indigenous organizations, shelters, food programs, mental health and addictions services, hospitals, primary care access points, pharmacy supports, transportation options, crisis services, and family supports.
- Build and maintain relationships with local Indigenous and non-Indigenous service providers to support coordinated response.
- Identify appropriate referral pathways based on individual and family needs.
- Support access to culturally safe and Indigenous-led services wherever possible.
- Identify service gaps and make recommendations to improve coordination and access during evacuation responses.

Documentation, Reporting, and Program Support

The Evacuation Support Coordinator will:

- Maintain accurate documentation of client interactions, needs, referrals, follow-up actions, and outcomes in accordance with DAHC policies and privacy requirements.
- Track common issues, service gaps, barriers, and emerging trends to support emergency response planning.
- Complete regular reporting to the Emergency Development Lead and/or DAHC Senior Leadership as required.
- Contribute to program planning, workflow development, emergency response procedures, and quality improvement activities.
- Ensure all work is completed in accordance with DAHC privacy, confidentiality, documentation, health and safety, and professional conduct expectations.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Completion of a post-secondary degree or diploma in social work, health care, community services, Indigenous studies, human services, emergency management, or a related field; or an equivalent combination of education, training, lived experience, and work experience.
- Minimum 2–5 years of experience working in Indigenous health, social services, community-based case management, crisis response, health promotion, outreach, navigation, or emergency support.

- Demonstrated knowledge of Niagara community services and Indigenous organizations.
- Demonstrated understanding of Indigenous health, cultural safety, trauma-informed practice, and wholistic care.
- Experience supporting individuals and families with complex needs.
- Ability to triage concerns, coordinate services, and escalate urgent issues appropriately.
- Strong documentation, reporting, and communication skills.
- Ability to work flexible hours during emergency response periods, including evenings or weekends as required.
- Valid driver's license and access to reliable transportation are preferred.
- Current vulnerable sector check or ability to obtain one may be required.

STATEMENT OF QUALIFICATIONS:

- Experience working directly with Indigenous communities, First Nations, Inuit, or Métis individuals and families.
- Experience supporting evacuees, emergency response, crisis response, outreach, or temporary accommodation settings.
- Knowledge of primary care, mental health and addictions, housing, income supports, food security, transportation, and public health systems.
- Existing relationships with Niagara Indigenous organizations and community partners.
- Knowledge of Traditional Healing, ceremony, medicines, and local cultural supports.
- Training in crisis intervention, mental health first aid, trauma-informed care, suicide intervention, conflict de-escalation, or emergency management would be considered an asset.

INTERESTED APPLICANTS

Please submit your resume and cover letter to: humanresources@dahac.ca by May 29th, 2026.

Nya:weh / Miigwetch to all applicants. Only those selected for interviews will be contacted

Please note that **ONLY** complete applications with cover letter will be considered.

Preference is given to candidates of Indigenous Decent.