



**FIRST NATIONS OF QUEBEC
AND LABRADOR HEALTH
AND SOCIAL SERVICES
COMMISSION**

*To accompany Quebec First Nations in achieving their
health, wellness, culture and self-determination goals.*

JOB OFFER

System Implementation and User Services Advisor

Regular position
35 hours per week

Working with us means:

- Joining a dynamic, passionate and committed team.**
- Choosing a stimulating work environment focused on mutual support, respect and collaboration.**
- Accessing a career full of learning and professional development opportunities.**

The System Implementation and User Services Advisor must:

- Inform and support First Nations communities in Quebec in the implementation and promotion of systems (telehealth, telecare, etc.), applications and tools.
- Support and implement systems (partnership agreements, pre-implementation, implementation, sustainability).
- Provide customer service and empower community workers in the use of systems (management, applications and tools).
- Identify the needs and parameters of the systems to be developed in the communities.
- Develop and coordinate partnership agreements with communities and stakeholders (government, health, etc.) for the implementation of projects.
- Collaborate in planning and ensure the coordination of system implementation activities (communication plan, change management, etc.).
- Support the deployment of systems among First Nations health organizations (nursing stations, health centres, etc.) and workers.
- Provide customer service to users of various systems, applications and tools, at both the application and technological levels.
- Write various documents, develop tools and keep them updated.
- Collaborate in the identification of training needs, develop training activities and promote them among users.
- Develop and maintain a network of contacts among communities, organizations and partners of First Nations as well as the various counterparts from the levels of government.
- Coordinate and participate in various committees, consultation tables, etc.
- Promote new systems and applications (teleconsultation, retinopathy, etc.) among the professionals concerned as well as those in the health and social services field.
- Ensure monitoring activities in terms of new systems, applications and tools, particularly in telehealth, in order to issue recommendations for improving the services offered.

Prerequisites and hiring conditions

- Bachelor's degree in the field of health or social services.
- Two to three years of relevant experience as well as experience in project management.
- Great ease in working with information systems and technologies.
- Mastery of collaboration tools such as SharePoint, Zoom and Reacts.
- Knowledge of Microsoft 365.
- Excellent command of French and English (written and spoken).
- Availability to travel and work flexible hours when required.
- A valid driver's license.

Desired profile

- Good interpersonal skills.
- Good communication skills and ability to popularize information.
- Excellent customer service.
- Proactive and creative in finding solutions.
- Great concern for confidentiality.
- Good capacity to identify and manage priorities.

Salary

The gross annual salary is between \$51,214.80 and \$63,081.20 and varies according to the candidate's experience.

Start date

As soon as possible.

SUBMIT YOUR APPLICATION!

Send your curriculum vitae along with a cover letter **no later than 4:00 p.m. on May 20, 2022**, to the human resources department by mail or email to:

First Nations of Quebec and Labrador Health and Social Services Commission
250 Place Chef-Michel-Laveau, Suite 102
Wendake, Quebec G0A 4V0

Email: rh@cssspnql.com

** Only selected candidates will be contacted.
The FNQLHSSC prioritizes applications from the First Nations and Inuit.*

