



## **Indigenous Healthcare Consultant**

### **About Indigenous Pact PBC, Inc:**

Established in 2017 Indigenous Pact PBC, Inc., a certified B-Corporation, set out on a mission to create health equity for American Indians and Alaskan Natives. As part of a global movement of certified B-Corporations we aim to balance purpose and profit by meeting the highest social, environmental, legal and public standards to build a more sustainable and inclusive economy.

Indigenous Pacts' dedicated, experienced and knowledgeable team brings decades of experience working in Indian Country. We help strengthen and improve the sustainability of Tribes and Tribal Organizations health, wellness, and long-term care programs and services. Indigenous Pact specializes in developing customized and turn-key solutions to generate sustainable revenue, increase healthcare access, and improve health outcomes for all Native Americans.

We currently are looking for talented Healthcare Consultant professionals to join our team. If you are passionate about being part of a positive impact team, Indigenous Pact is a great place to grow your career.

### **What is an Indigenous Healthcare Consultant?**

An Indigenous Healthcare Consultant is a multidisciplinary field, coming from a variety of backgrounds such as visual design, programming, psychology, healthcare leaders, manufacturing, process improvement and others. To design for human users means you must work with a wide scope regarding accessibility, accommodating for potential user limitations. As the project moves through each phase vision, design, deploy and sustain, Indigenous Healthcare Consultant tasks, duties and skills vary, but often include facilitation, group dynamics, communication, dealing with ambiguity, critical thinking, client relations, conflict and change management as well as motivating others. These tasks and skills can vary greatly from one organization to the next, but they always demand consultants to be the users' advocate and keep the users' needs at the center of all design and development efforts. Most Indigenous Healthcare consultants work in some form of user-centered work process to keep channeling their best-informed efforts until they optimally address all relevant issues and user needs.

### **Essential Job Functions**

- Conduct visioning and planning of project, clarifying and defining users wants/needs to assess user experience and ease of design
- Follow a defined, agreed upon project management methodology
- Define project mission, goals, tasks, resource requirements
- Build flow and swim lane visual to conceptualize designs to accurately convey project plans to clients and senior management
- Coordinate all financial feasibility, strategic, regulatory needs with IP resources

- Engage with shareholders and create surveys for research through various media platforms to gather feedback on pilot studies and satisfaction
- Analyze customer responses and data to determine effective solutions
- Translate vision of project into actionable work
- Manage project, program and construction life cycle from feasibility to implementation
- Develop methods to monitor project process and provide corrective supervision
- Assess departmental performance in relation to establish goals and standards
- Resolve and assist in the resolution of conflicts within and between projects or functional areas
- Advocate on behalf of clients and represent client needs as appropriate to vendors and senior leadership
- Interact regularly with existing clients to determine needs and progress of delivery
- Provide guidance to managers, users and service providers on individual responsibilities and procedures as needed
- Supervise project coordinators as necessary
- Identifies and participates in process improvement and problem solving in the work to decrease defects/barriers, enhances customer satisfaction and reduce waste and/or cost
- Work cross-functionally to solve problems and implement changes

### **Position Preferred Qualifications**

- 3-5 years in a project management role, with 1-3 years of experience managing healthcare facility and delivery design and/or build.
- Management experience with well-developed interpersonal intelligence working within multicultural environments
- Effective verbal and written communication skills.
- Experience and methodology of Transition and Change management
- Thorough understanding of project management phases, techniques and tools
- Well-developed decision-making skills, effectively analyzing risk and future impact
- Experience with Lean Principles
- Demonstrated aptitude for effective leadership of staff
- Ability to work in a team environment with aggressive deadlines and multiple priorities
- Experience successfully managing various and concurrent projects
- Proficient in computer skills with knowledge or experience with estimating software and proficiency with Microsoft office suite programs.

### **Elements for success within the position**

An Indigenous Healthcare Consultant has the ability to determine when, how and with whom to communicate. They are seen as a neutral third party who helps to increase the effectiveness of a group or organization by effectively supporting the group process. By understanding the behavior of the group dynamic, they can assist in the group accomplishing its objective. They know to listen first, dedicated to establishing and maintaining effective client relationships and



viewing conflict as opportunities to learn. They have the ability to cope with change and uncertainty, as well as remaining calm and comfortable when assessing risk. They have the courage to voice concerns and provide direct, positive and corrective feedback all the while creating a climate for others to exhibit their best, encouraging strengths and offering positive input to motivate others so the group ultimately accomplishes their goals and objectives.

**Characteristics of Indigenous Pact Employees:**

- Native-Centered: Seeks to understand and effectively address the needs, challenges, and opportunities faced by American Indian Alaskan Native communities.
- Quality-Focused: Works in collaboration with Indigenous Pact team members in utilizing “best practices” to deliver high quality, detailed orientated deliverables.
- Excellent writer with the ability to communicate complex information in an understandable way via verbally, written, or visual.
- Must have excellent online research skills.
- Must be able to work effectively with both internal teams and external audiences (clients, public).
- Must be highly motivated, self-starter with ability to work independently and with others.
- Must be detail orientated and organized, meticulous attention to detail is critical.
- Ability to thrive in a fast-paced environment.

Preference will be given to qualified native applicants; however all qualified individuals are encouraged to apply. Must be able to provide Indian Preference documentation if claimed.

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