

External Job Posting

Position Title: Community Health Worker – High Priority Community Strategy

Employment Status: 12-month Temporary Full-Time Contract ending March 31, 2023 (with possibility of extension) and 12-month Temporary Part-time contract available

Hours of Work Schedule: Monday to Friday, 35 Hours (occasional evenings or weekends)

Number of vacancies: 5

Position Reports To: Jeff Dart, Manager, Health Promotion and Community Development Services

Director: Kimberly Lepine, Director, Health Promotion and Community Development Services

Primary Location: Oshawa

Organization – Quick Overview

Carea Community Health Centre is a recognized leader in redefining the experience of community-based health and wellness services. We provide access to high quality holistic and inclusive care that is responsive to the needs of the community and empowers individuals to enhance their own well-being.

Our name embodies what we do every day – we care. Caring for the health and wellness of our communities' residents is the cause that unites us. It shapes our thinking and guides our actions.

Carea Community Health Centre is a registered charitable organization providing a variety of free, community programs and services including: health promotion and wellness programs; primary care, counselling and mental health; diabetes education; Hepatitis C screening, treatment support, education and outreach; geriatric assessment & intervention; young parent support, youth programs, Indigenous programs; community development programs; and fundraising events which include developing charitable partnerships/sponsorships to fund programs.

In line with the CHC Model of Health and Wellbeing, our expert team works with our clients to provide holistic care, support, and wraparound services that empower clients to improve their health and wellness. We strive to be accessible to those in the community who face access barriers like culture, gender, geographic isolation, homelessness, language, physical disabilities, poverty, and race.

We are Carea Community Health Centre! Care. Compassion. Community.

Position Overview

Community Health Worker – High Priority Community Strategy will provide support high-priority communities in Durham Region that face complex barriers to accessing social and health services and supports.

The Community Health Worker – High Priority Community Strategy will assist with outreach and education, identifying and removing barriers for participation in programming and other related health services.

Specifically, the position works within a health and well-being model of care that addresses the social determinants of health which have had particular impacts on the identified high-priority communities in Durham Region.

Community Health Worker – High Priority Community Strategy will also direct community members to the right service and programs for support including food security support, access to financial assistance, access to Personal Protective Equipment (PPE) and mental health support.

RESPONSIBILITIES

1. Working collaboratively with members of Carea's inter-disciplinary team and other partners and community stakeholders, develop an effective outreach plan to reach high-priority communities in Durham Region
2. Increase awareness of health-related services and provide necessary information about available supports and services, and personal protective equipment by providing health teachings
3. Provide health teaching and support at mobile clinics
4. Provide outreach services, for at-risk individuals who need assistance with transportation to appointments, food security, rent subsidy, hotel accommodation during illness, supplying PPE, arrange for cleaning services etc.
5. Provide wrap-around support services to those community members who face complex barriers to accessing social and health services and supports by providing appropriate referrals.
6. Identify and remove barriers to increase access to health services in high priority communities, including implementing supports and arranging transportation to essential appointments
7. Provide referrals to services and supports to assist with
8. Distribute RAT's (Rapid Antigen Tests) PPE kits to those community members who have been significantly impacted by COVID-19 in high-priority communities of Durham Region
9. Participate in the collection of trends, outreach activity statistics and project evaluation activities
10. Participate and support in educational sessions, town halls and other health promotion activities
11. Keep detailed client records to provide quality care
12. Coordinate and submit expense claims to financial services
13. Perform other duties as assigned within the scope of the job

Other duties within scope of duties include:

1. Consult/Knowledge Transfer/Collaborative Support

- Assists, as assigned, in the orientation and training of variable program staff on the team.
- Provides input to the design and implementation of strategies to teach staff from other disciplines within the Agency, as applicable for cross boundary relationship requirements, and as relevant to job/role-related operational procedures.
- Collaborates with team members in establishing goals/objectives and its delivery.

- Maintains a knowledge and information level conducive to competent functioning in areas of assignment. Methods may include personal study, attendance at conference/seminars or formal course work, etc.
- Consults regularly with relevant community/vendor partners, and management as required within scope of duties.

2. Human Resources (HR) Management

- Adheres to and applies organization-wide policies and practices in support of organizational health, and performance management.
- Adheres to and applies established compliance measures within legislative requirements and employment principles (e.g., AODA, Human Rights Code, Ontario Employment Standards);
- Applies the framework for accountability-based management of own scope of duties in support of aligned performance management and objectives linked to Agency's Strategy.

3. Organizational Health & Development

- Ensures participation in and support of workplace people strategy, focused on fostering organizational health and development.
- Acts as an agent to ensuring organizational health through adoption of established, adaptive and responsive organizational structures/process/systems for change management and effective change execution as aligned to the Agency's Vision, Values, and goals.
- Actively participates in and supports Employee Engagement efforts and initiatives.
- Within scope of duties and accountability, conducts work within the established Respect in the Workplace principles, policy and procedures which demonstrate commitment to the Agency's anti-oppression, dismantling the forms and structures of racism, sexism, homophobia, hetero-sexism, harassment, discrimination and violence. Measurable framework includes adherence to policies and practices, and use of training strategy and tools within Respect in the Workplace, AODA, and Diversity.

4. Health & Safety

- Ensures scope of duties/accountabilities adheres to the established Health & Safety program, policies and procedures.
- Ensures work performed are in a safe and healthy manner in keeping with the Agency's obligations under the Occupational Health & Safety (OHSA) legislation, and as guided through the Agency's Health & Safety program.

Client (Patient) Safety

- Support the Internal Responsibility System by adhering to evidence-based practices, policies and standards for Client Safety and improving the patient experience. These include communication and teamwork, infection prevention and control, safe medication practices, and safe use of equipment and facilities.

- Recognize and report actual or potential risks that could cause harm.
- Respond to the occurrence of an adverse event or near-miss promptly and effectively mitigate harm to the client, ensure disclosure, and prevent recurrence. Complete and submit all appropriate documentation and communicate events and risks openly to relevant leaders and team.
- Actively involve the client in all aspects of their care, communicate regularly and help clients and visitors understand their role in protecting their own safety.
- Proactively identify opportunities for and make continuous process improvement to prevent harm and improve patient outcomes.
- Understand and track team's performance in client care and safety by regularly reviewing data provided and/or posted in relevant areas or as directed by manager.
- Participate in Client Safety training and maintain competencies as required.

Key Qualifications

- Diploma/Degree in the social service/health sciences field
- Minimum 2 years related experience or equivalent combination of education and experience providing support services
- Current knowledge of community programs, services, and resources
- Knowledge of West Durham Area is an asset
- Demonstrated knowledge of community resources, health promotion and the impact of the social determinants of health
- Demonstrated experience in effective time management and organization skills
- Experience in group work and program development, implementation, monitoring and evaluation
- Excellent communication skills (written and verbal) and group facilitation skills
- Ability to work independently as well as part of multi-disciplinary team
- Understanding and willingness to practice Covid-19 safety protocols
- Second language in either Tamil, Urdu, Farsi, Mandarin, Cantonese or French is an asset
- Valid driver's license and access to a reliable vehicle is required

Working Conditions – Physical/Sensory/ Mental Demands Analysis:

- Required to travel regularly within Durham Region using own vehicle.
- May experience stress due to regular interaction with clients in crisis.
- May be exposed to illness and unsanitary conditions in which established H&S protocols must be adhered to at all times.
- May be in contact with individuals and families in crisis as a result of mental health issues, substance use and/or not attentive to personal health and safety for themselves.
- Regular interaction and collaborative work with cross-disciplinary colleagues and community care partners.
- Must monitor their own time and stress levels to ensure that they are able to effectively assist clients.

- Must be able to work in a variety of social and physical settings including walking on uneven surfaces and through inclement weather.

Full vaccination against COVID-19 is mandatory for this position (Carea CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).

Application Process:

- 1) If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to recruiting@careachc.ca. This position will remain posted until filled.
- 2) While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- 3) All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- 4) All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Carea Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require alternate formats or other accommodations please contact Human Resources at 905-723-0036, or by email to recruiting@careachc.ca. **Carea Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**