

Job Posting

Position Title: Indigenous Outreach Worker

Employment Status: Full-time Contract, until March 31, 2024

Job Posting Deadline for Internal Candidates: June 14, 2023, at 5:00pm

Hours of Work Schedule: 35 hours per week (occasional evenings and weekends)

Number of Vacancies: 2

Position Reports To: Manager, Health Promotion & Community Development Services

Director: Director, Health Promotion & Community Development Services

Salary Range: Annualized salary range \$49,206 – \$59,355, commensurate on skills and experience, plus participation in HOOPP

Location: 115 Grassmere Ave., Oshawa; Will be required to provide services across Durham Region and at all Carea sites (Oshawa, Whitby, Ajax and Pickering)

Organization Overview

Durham 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.

Durham 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 Durham Community Health Centre! Care. Compassion. Community.

Position Overview

The Indigenous Outreach position and initiative is the result of an innovative partnership between Miwizii Biik Housing Development Corporation and Carea Community Health Centre. The (MBDC) was established in 2004 by Miwizii Biik Aboriginal Employment and Training, with a focus on training and affordable housing.

The Indigenous Outreach Worker position will provide culturally competent services across Durham Region with vulnerable and street-involved First Nation, Métis and Inuit individuals who may be at risk or

have contracted Covid-19. The primary focus of this position is to respond to the housing/health/safety needs of individuals who may be negatively impacted by Covid-19.

The Outreach Worker assists clients using a wholistic approach focused on wellness and safety, decreasing risks and challenges facing the Indigenous Community as well as rebuilding and attending to practical needs (i.e. shelter, food insecurity, transportation, housing subsidy and isolation issues). This position coordinates and organizes services for individuals, offers support to people that are vulnerable and living on the street or are in compromised housing arrangements.

This position will coordinate, deliver support, provide documentation to financial services for accounting and will work closely with surrounding Indigenous support agencies. The Outreach Worker will serve as a bridge to internal and external agencies/resources. In addition, the Outreach Worker will provide supports and arrange transportation to essential appointments.

The Indigenous Outreach Worker will collaborate within an interdisciplinary team of health professionals across the community network that influence the health environment targeted to Indigenous clients, as well as within the Agency's team structure, in support of goals that align with the response to supporting Indigenous Peoples.

Key Responsibilities

Outreach Services

- Provide a range of Outreach support services that promote wholistic wellbeing for those with experiencing homelessness, at risk of homeless or in a crisis situation.
- Provide financial aid to those needing short term financial support for personal services such as prescription medication costs, physiotherapy services, transportation, food vouchers, etc.
- Provide a range of opportunities for clients to learn daily life and living skills, while increasing their sense of community and belonging and connection to culture and traditions as necessary.
- Provide comprehensive culturally appropriate resources and culturally relevant service plans.
- Educate clients about their tenant rights and responsibilities.
- Contribute to the coordination, planning and enhancement of local services, including those from Indigenous agencies and partners.
- Support the implementation of realistic and culturally relevant goals and objectives through regular community and home visits.
- Act as an advocate on clients' behalf
- Access and utilize community resources for clients.
- Keep detailed client records to provide quality care.
- Coordinate and submit expense claims to financial services.
- Participate in events, workshops/orientations for clients and community.
- Coordinate, support and facilitate Indigenous based programming.

Administration, Quality Improvement and Reporting

- Document within DCHC's EMR, information regarding outreach contacts.
- Complete Incident Reports as required.
- Follow policies and standards regarding confidentiality and documentation.
- Ensure all necessary reports are completed accurately and in a timely manner.
- Attend relevant team meetings and planning activities.
- Participate in quality improvement and evaluation activities.

- Work with the health and safety guidelines provided by the agency, which includes annual mandatory training requirements.

Key Qualifications

- Diploma/Degree in the social service/health sciences field
- Minimum 2 years related experience or equivalent combination of education and experience
- Broad knowledge of Indigenous issues, history, culture and tradition
- Experience providing support services
- Current knowledge of community programs, services and resources
- Highly organized and compassionate
- Understanding and willingness to practice Covid-19 safety protocols
- Available to work a flexible schedule
- Valid driver's license is required, and regular access to a vehicle

The Indigenous Outreach Worker is expected to make face to face contact with individuals from a 2-metre distance. Carea CHC will provide PPE in the form of face masks, gloves, and disinfectant. Applicants are encouraged to consider:

- May experience stress due to regular interaction with individuals in crisis.
- May be exposed to Covid- 19 illness and must always adhere to Covid-19 protocol
- 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 unexpected conditions (ex. tent city).

Full vaccination against COVID-19 is mandatory for this position (Durham 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@durhamchc.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).

Durham 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@durhamchc.ca. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**