

Job Posting

Position Title: Hepatitis C Outreach Worker

Employment Status: Full Time Permanent

Job Posting Deadline for Internal Candidates: June 25, 2023, at 5:00pm

Hours of Work / Work Schedule: 35 hours per week – 1.0 FTE] [days/evenings and weekends may be required]

Salary Range: Annualized salary is commensurate on skills and experience, within the range of \$48,242 and \$59,355, plus optional participation in HOOPP.

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

Director: Director, Health Promotion & Community Development Services

Location: 115 Grassmere Ave., Oshawa; this position requires travel to provide services in the community and at all Carea sites (Oshawa, Clarington, 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

Working as a member of the HCV Team, the Outreach Worker will provide low threshold outreach to marginalized community members living with/at risk of acquiring hepatitis C. This position will coordinate, design and deliver education and training sessions, provide support services and promote referrals to testing and treatment.

Additionally, the Outreach Worker will collaborate within an interdisciplinary team of health professionals across the community network that influence the health environment targeted to youth clients, as well as within the Agency's team structure, in support of goals that align with and achieve the Agency's strategy, Mission, Vision and Values.

Key Responsibilities:

Outreach and Support

- Active outreach in the region/community (including correctional facilities) that are frequented by at risk community members living with/at risk of acquiring HCV in order to bridge to program and treatment teams.
- Deliver group and individual support and HCV treatment and prevention education.
- Assist clients with needed paperwork such as applications for birth certificates, health cards or medical appointments.
- Accompany clients to medical appointments, if requested, to provide emotional support.
- Assist clients to develop their capacities around treatment/medical scheduling and health management planning, taking into consideration the reality of the relevant social determinants of health for each individual.
- Support the expansion of the Naloxone overdose prevention program as well as the Harm Reduction program.
- Provide first contact HCV testing options and point of care screening at outreach locations.

Peer Support Program Liaison

- Promote and facilitate the utilization of peer support workers within the program.
- Assist in providing training on HCV prevention, education and addiction issues, with a focus on harm reduction to peer support workers.
- Ensure peer support workers have the information and resources to provide information and referral services

General Administration

- Design and develop training materials.
- Routinely compile, enter and report confidential data at agency and funder's request.
- Ensure that all necessary reports are completed and submitted to the appropriate sources, meeting set deadlines.
- Participate in the planning of program evaluation initiatives.
- Participate as a team member in all team functions- program planning, team meetings and case conferences. Network with internal and community partners to ensure an optimal continuum of health & social services through all stages of HCV education, support, care and treatment.
- Maintain and develop professional competencies and learning. Perform other related duties as assigned.

Other duties within scope of duties include

- Assists, as assigned, in the orientation and training of new staff on the team.
- Consults regularly with local agencies or community resources concerning resource development and program planning which is pertinent to the clients and/or youth population.
- Adheres to and applies organization wide policies and practices in support of organizational health, and performances.
- Adheres to and applies established compliance measures within legislative requirements and equity principles (e.g., AODA, Human Rights Code, and Ontario Employment Standards).
- Champions and supports Employee Engagement efforts and initiatives.
- Ensures scope of duties/accountabilities adheres to established Health & Safety program, policies and procedures.
- Other duties as assigned by the manager and the director.

Key Qualifications:

- Degree in Social work, Social Service Work, Psychology, relevant Sciences or a combination of relevant education and experience.
- Thorough knowledge and experience of HCV, harm reduction and peer support models are required.
- Thorough knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients.
- Excellent knowledge of MS computer applications and other office related software.
- A valid driver's license is required and experience driving larger vehicles is an asset.
- At least two (2) years of experience in working in a community setting is required.
- Strong knowledge of issues affecting marginalized communities.
- Experience working with diverse agencies and working successfully in partnership with these agencies.
- Strong commitment to health promotion, community development and adult education.
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
- Excellent interpersonal, presentation, and communication skills.
- Demonstrated ability to work independently and as a team member within an evolving role in a multi-disciplinary environment.
- Excellent advocacy and negotiation skills.
- Ability to work occasional evening and/or weekend shifts.
- Must be able to work in a variety of social and physical settings.

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.**