

**WINNIPEG REGIONAL HEALTH AUTHORITY
POSITION DESCRIPTION**

DATE: November 16, 2016

I. POSITION IDENTIFIERS:

**JOB CODE: 30001995
UNION: MAHCP**

POSITION TITLE: Income Security Health Promoter

PROGRAM/DEPARTMENT: Family Medicine/ Primary Care

LOCATION: My Health Team (formerly known as Primary Care Networks)

REPORTS TO: My Health Team Manager

II. QUALIFICATIONS REQUIRED FOR THIS POSITION

EDUCATION:

- BSW, OT, PT, BSc PN, RPN, BN, RN, SLP, RD, or related health/human service degree required.
- A suitable combination of relevant education and experience may be considered.

SPECIAL TRAINING:

- Competent in Windows-based computer programs (Word, Excel, PowerPoint, Outlook).
- Previous experience with database software preferred.

EXPERIENCE/SKILLS:

- Minimum of two years (within the last five years) of directly related experience in a healthcare setting. Preference for experience in community-based services and/or primary health care, particularly primary care services.
- Knowledge of the Employment and Income Assistance Program an asset.
- Related case management experience, including: conducting interviews; Providing supportive counselling; Performing assessment and planning, and service coordination with an emphasis on financial, employment, or disability related activities, in an integrated service or multi-program environment.
- Knowledge of Aboriginal historical experience and Cultural Safety an asset.
- Experience with Trauma Informed Care delivery an asset.

- Experience working with individuals/families from diverse backgrounds (cultural, financially disadvantaged, persons with disabilities, socially disadvantaged, new comers, etc.).
- Effective conflict resolution skills.
- Demonstrated effective verbal communication skills
- Proficiency in computer software; experience with electronic medical records preferred.
- Experience working in inter professional team; demonstrated ability to promote teamwork, collaboration and partnerships.
- Ability to plan, implement and deliver chronic disease management and self-management programming for individuals and groups.
- Ability to initiate and work independently.
- Demonstrated critical thinking and decision-making skills.
- Understanding of a population health approach, determinants of health, and equity, especially as it relates to chronic disease an asset.
- Demonstrated flexibility required for working in a fast paced, changing environment.
- Understanding of fee for service family medicine work environment an asset.
- Excellent interpersonal and verbal and written communication skills required.
- Demonstrates a professional approach in all situations.
- Requires a valid driver's license and vehicle to carry out job responsibilities.
- Adheres to all safety and health regulations and safe work practices.
- May be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

- May be exposed to physical and emotional stress.
- May encounter aggressive and/or agitated clients/visitors/staff.

LICENCES, DEGREES, REGISTRATIONS:

- Must be registered and a member in good standing with the relevant regulatory body or willing to register after hire.
- If successful applicant is a Registered Dietitian, must be a graduate of a recognized dietetic internship program accredited by Dietitians of Canada.

MAIN FUNCTION:

My Health Team (Primary Care Network) is a collaborative partnership between independent primary care practices, community organizations and regional health authorities. Partners work closely with one another to plan, develop and provide enhanced local primary care services to the patient populations within their geographic area. This will support the patient journey through the health system and across community and acute care. The Income Security Health Promoter will provide direct care, chronic disease management and support of self-management for patients of a My Health Team network of primary care providers, where services needed are not available through existing services/providers or where these are not accessible within the required timeframes throughout the healthcare system.

Reporting to the My Health Team Manager, the Income Security Health Promoter will be responsible for the development and delivery of income security focused interventions necessary to support and address health needs and priorities of the network's patient population in liaison with My Health Team partners and inter-professional teams. The Income Security Health Promoter works in partnership with fee for service physicians, community organizations, Department of MB Families (Employment and Income Assistance) and Regional Health Authorities to provide income focused service important to support health education programs that maintain and promote the health of the Network's patient population residing in the community area.

MAJOR RESPONSIBILITIES:

- Develops an up to date and detailed knowledge of financial issues and financial services offered by partner Programs within the Downtown / Point Douglas Community Area (Winnipeg Integrated Services and Non-Profit Community Agencies) that are affecting low-income people.
- Connects patients to the most appropriate supports assisting individual low-income patients and families with income security-focused interventions.
- Conducts outreach to low income patients of the DT/PD My Health Team, in collaboration with My Health Team providers and partner community programs.
- Develops the capacity of DT/PD My Health Team providers, partner clinic staff and CDM Clinicians to identify low income patients and address income security.
- Develops tools to assist in the identification and intervention of low income as a health risk for potential broad use in partner clinics to develop further capacity.
- Trains, coaches and mentors peer supporters in Income Security promotion and acts as resource to peer supporters in the community area post training.
- Develops and implements targeted information self-help sessions such as; banking basics, income tax submissions, social service forms etc. for the targeted population.
- Partners with existing initiatives in Income Security and addressing Poverty to augment existing resources, build partner capacity and develop peer support and leadership skill to avoid duplication in service delivery.
- Assesses My Health Team patients and community needs identifying patients at risk for income vulnerability and strengthens and increases supportive referral networks/linkages to community-based income support resources.

- Assists all Network patients in navigating the service systems, provide education on risk management, and work collaboratively with My Health Team Clinicians supporting chronic disease prevention and management.

COLLABORATION:

- Maintains knowledge and awareness of a range of services and resources with respect to Income security, EIA services, income tax and benefits services
- Works collaboratively with service providers in various programs and services to ensure effective continuity of services for individuals
- Facilitates referrals to appropriate community-based income support services and resources as required
- Participates in multi system service planning as required

NETWORK DEVELOPMENT:

- Works to integrate current Income Security services with Primary Health Care delivery and align existing programs to deliver a more comprehensive service
- Provides income security support to My Health Team partner clinics, community health agencies, EIA, and non-profit community income support programs to facilitate increased partner capacity to deliver income security services

PATIENT HEALTH AND WELLNESS:

- Works with a trauma informed care approach aligning Income Security with Primary Health Care as a key component of chronic disease management and comprehensive patient care.
- Works directly with My Health Partner providers and clinicians to ensure that social determinants of health are addressed in the context of chronic disease self-management
- Works to develop and implement peer support groups to deliver income security services and acts as consultative support to peer support groups as they are created leveraging lived experience where possible