

# Mount Carmel Clinic

## Position Description

**Position Title:** Community Health Facilitator

**Classification:** Community Health Facilitator

**Direct Supervisor:** Program Manager

**Status:** FT – PERMANENT

### **Position Summary**

The Community Health Facilitator has responsibility for coordinating and facilitating all aspects of client service delivery beginning with intake and continuing throughout a participant's involvement. The Facilitator has direct involvement in the intake process and ensures that new clients are able to access the team resources that will best meet their needs.

### **Areas of Responsibility**

1. Service Coordination
  - Maintain work-related skills through education, training or other means
  - Act at all times in accordance with MCC's mission, vision, values and philosophies and compliance with all applicable standards, legal requirements and MCC policies
  - Coordinate program activities with the team as directed
  - Facilitate the intake of new clients, including program eligibility, initial assessment and assignment of appropriate team resources, including outreach workers.
  - Identify and access appropriate resources for clients outside the team/MCC as appropriate
2. Service Delivery
  - Provide competent services MCC to clients in accordance with required standards, legal requirements, evidence-informed practices and policies
  - Provide intake, assessment and referral for clients in the program
  - Provide other direct services to clients, as assigned, as part of the integrated client service team
  - Actively engage in outreach and drop-in services.
  - Document client interactions and record program information in accordance with applicable standards and policies
  - Treat all clients, family members and members of the public with respect and dignity and in accordance with MCC's vision, mission, values and philosophies
3. Community Engagement
  - Provide community education and foster understanding in the community about the client group and the challenges they face
  - Encourage and support grass roots action on social issues affecting the community and clients
  - Facilitate the development of peer mentorship and peer capacity building opportunities

#### 4. Teamwork & Collaboration

- Communicate effectively, honestly and respectfully within the team and with other MCC staff
- Avoid making assumptions about others and deal with disagreement and conflict constructively
- Support the success of other team members by sharing experience, knowledge and best practices
- Help to create an environment in which different ideas are valued and all members of the team are encouraged to participate
- Participate in community activities to further the goals and interests of the team/program, as determined with the Program Manager

#### 5. Quality and Innovation

- Work with others on the team to identify gaps in service and service improvement opportunities; contribute suggestions and ideas to improve service quality and enhance outcomes for clients
- Collect and report the team's program statistics and other required information as directed
- Prepare and submit accurate statistics and other program/service information as required as directed
- Report incidents, near misses and other areas of potential risk and contribute suggestions for mitigating/learning from these situations
- Participate in, and contribute to, the development of annual quality plans and work with the team to achieve quality goals
- Notice and point out gaps in service and opportunities for significant program developments or improvements that will meet emerging needs in the community
- Act at all times in accordance with MCC mission, vision, values and philosophies and maintain compliance with all applicable standards, legal requirements and MCC policies

#### 6. Competencies

- Client Focus – Level 3
- Continuous Learning – Level 3
- Cultural Safety – Level 4
- Results Orientation – Level 4
- Values and Ethics – Level 3

### **Qualifications**

#### **Education**

- Post-Secondary degree or diploma in Health, Social Services, Community Development or related field **or a combination of education, community work, and relevant experience in mental health, addictions and/or homelessness would be considered.**
- Valid Drivers' License and access to a reliable vehicle

#### **Skills, Expertise and Experience**

Minimum of five years client service experience in community development, health or social services, preferably in a community setting

Minimum of three (3) years working in/with an interdisciplinary team

Excellent organizational and facilitation skills

This position requires a valid class V drivers licence and access to a reliable vehicle.

**Critical Skills**

Proven knowledge and ability in critical thinking, decision-making, problem-solving and conflict resolution skills

**Focus on Results**

Demonstrated ability to prioritize and focus work-related activities to effectively and efficiently achieve goals and produce expected results/outcomes

**Alignment with Organizational Values**

Commitment to the principles that guide Mount Carmel Clinic, as reflected in the history, vision, mission and values

**Commitment to Reconciliation**

Knowledge and understanding of Indigenous culture and traditions and the impact of colonization on the health and well-being of Indigenous individuals and families

**Interdisciplinary Team, Collaboration**

Proven ability to work within an interdisciplinary team environment with respect, professionalism, cooperation, sensitivity and cultural awareness

**MCC Philosophies**

Strong knowledge, commitment and demonstrated ability to apply diversity, equity, cultural safety, pro-choice, social determinants of health, population health, harm reduction, trauma-informed and community development principles in all aspects of the work.

**Communication**

Excellent verbal and written communication skills and proficiency in the use of computer systems

**Assets**

Experience in the use of electronic medical records

**Approval**

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Director

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Human Resources

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Incumbent

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Date