

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

Director

Human Resources

Incumbent

Date