



Health Education Facilitator Job Description

The Health Education Facilitators operate as members of the Prevention, Testing and Wellness team are committed to:

- Upholding the Mission, Values and Guiding Principles of Nine Circles
- Actively participating in a multi-disciplinary approach to the work of Nine Circles
- Providing effective and accessible services to Nine Circles, its program departments, clients and related stakeholders
- Delivering flexible, responsive and evidence-based programming
- Addressing all issues in a manner that encourages honest communication, equality, inclusion and respect
- Performing their responsibilities in an efficient and confidential manner

Job Summary

Under the direction and guidance of the Director of Prevention, Testing and Wellness, the Health Education Facilitator distributes harm reduction supplies, and supports health promotion programming with a focus on harm reduction programming and implementation of related activities.

Working Conditions

This job, which is located at 705 Broadway, requires the incumbent to be physically capable of lifting 25 lbs. This position is also expected to perform the following and the incumbent must be physically capable to do so: frequently sitting >50% of their shift, regular mobility throughout 705 Broadway as well as outside of Nine Circles, frequently lifting >25 lbs., occasionally walking >50% of their shift, occasionally standing for long periods of time (>50% of their shift). The nature of this position includes frequent interruptions.

Regular hours for a 1.0 EFT position are 7.75 hours per day (net of breaks). The regular work days for this position will fall between 8:00 a.m. and 8:00 p.m. Mondays through Fridays. Occasional evenings and weekends shifts may be required. Overtime is not a normal requirement of this position. Should department operations require such scheduling adjustments, these must be approved in advance by the Program Director.

Access to transportation, including but not limited to, private and public transportation is required.

This position is not eligible for Remote Work.

Qualifications

Education

- A community college certificate in social services, community development or related discipline. Minimum of 1-2 years of related experience would be an asset.
- OR
- Grade 12 or equivalency with a minimum of 3 years in the areas of community development and health education

Knowledge, Skills, and Experience

- Demonstrated ability to facilitate education sessions utilizing adult education techniques
- Excellent organizational and problem-solving skills.
- Exemplary communication skills including conflict mediation and crisis intervention skills
- Ability to use a client-centered, strength-based approach when working with community and clients
- Demonstrated customer service and interpersonal skills in a respectful and courteous manner
- Experience using computers including Word, Excel. Experience with electronic medical records would be an asset.
- Experience working with people who use drugs and/or harm reduction programs, inclusive of lived experience
- Demonstrated ability to work independently and in a team environment.
- Ability to work under pressure to meet clients urgent/immediate needs.
- Stay appraised of resources and trends in the Downtown/West Broadway community that may impact Nine Circles programs and services or address gaps in participant needs
- Requires the ability to prioritize demands in an ever-changing, dynamic environment with attention to detail and effective organizational skills
- Knowledge and understanding of Indigenous culture and traditions and the impact of colonization on the health and well-being of Indigenous individuals and families.

Assets

- Level 'C' CPR (AED certificate included)
- Non-Violent Crisis Intervention Certificate
- Conflict Resolution certificate
- Trauma Informed Care certificate
- Fluency in languages other than English

Duties/Responsibilities

Client Engagement:

- Distribute harm reduction supplies and provide risk reduction education and support to clients as requested
- Support the engagement of participants/peers in planning and implementation as a key component of harm reduction programming
- Promote monthly client programming, group-based programs and events

- Order and maintain stock of safer drug use supplies and other program supplies
- Support the operations of the Food Bank
- Promotes and assists in linkage to other relevant Nine Circles programs and services
- Co-facilitate health promotion group programs as required
- Support Testing and Linkage innovation initiatives in accordance with standard operating procedures
- Perform charting in accordance with Nine Circles Documentation Policy
- Provide in the moment crisis support and applicable resources to clients as required.

Community Engagement:

- Maintain supply of up-to-date resources throughout the agency in collaboration with the program team related to harm reduction and prevention and health promotion; includes ordering materials and stocking all relevant areas in the clinic
- Share information aimed at increasing knowledge, awareness and risk reduction among members of target populations and on topics related to HIV/STBBI/HCV transmission
- Conduct information sharing in a culturally responsive manner
- Support community-based events for Nine Circles
- Collaborate with the Community Engagement Coordinator to solicit, receive and disseminate health and wellness donations and support fund development and awareness activities

Client and Community Safety

- Support the engagement of clients in the waiting room
- Effectively utilize Nine Circles safety and security response tools
- Complete documentation related to safety concerns
- Participate in safety committees within Nine Circles and community
- Responsible for the monitoring of washrooms and public areas to ensure the safety of clients
- Be an active participant in the development of an environment that allows clients to feel safe and supported.

Authority and Accountability

Reporting

- The Health Education Facilitator reports directly to the Director of Prevention, Testing and Wellness.

Liaison

- This position regularly liaises with Health Educators, clients, peers and volunteers as required

Delegated Authority

- May be tasked to process procurement of goods/services for programming

Accountability

The position is accountable for:

- Efficient, effective, accurate and timely performance of the responsibilities of this position
- the interrelationships with people visiting Nine Circles with special emphasis on client relations
- Effective time management and prioritization of work
- Participation in relevant meetings and committees
- Regular communication with Program Director including regular check-in meetings
- Actively participate in the development and implementation of an individual plan for professional growth
- Identification and collection of quality improvement and program evaluation data, and initiate corrective action where management follow-up is needed
- Adherence to Nine Circles policies and procedures and Standards of Care guidelines
- Adherence to Personal Health Information act, the Federal Personal Information and Electronic Documents Act, and related professional standards
- Participation in the development and implementation of appropriate tools and strategies needed for assessments, program planning/development and evaluation including annual work plans, quarterly and annual reporting
- Demonstrates discretion and tact when dealing with highly confidential materials and matters
- Represents Nine Circles professionally and competently including exercising due diligence in all duties and operations

Performance Standards and Measures

Performance Assessments are scheduled within the first six months of start date. A second Performance Assessment is completed at the one-year anniversary date, after which they will occur every second year or as warranted by performance.

Salary and Benefits

The position is classified as Group 56, on the CUPE Local 204 salary scale. A comprehensive benefit package is provided as per employee eligibility via HEB Manitoba.

This position is covered by the Collective Agreement between CUPE Local 204 and Nine Circles Community Health Centre. This position is now an MAHCP position. The Collective Agreement governs pay scales, benefits, arbitration, termination and other terms of employment. Union membership is required.

Funding for all Nine Circles positions are subject to change.

Revised September 19 2022