

Position Title: **Community Facilitator**

Program/Service: Community Development

Labour Class:

Union: MAHCP

Date: 2023 – updated from January 2019

**Education/Training Required:**

1. Bachelor's degree in social sciences.

**Position Summary:**

- A. Program Development, Promotion and Delivery
- B. Client Support
- C. Community Partnerships
- D. Quality Improvement and Patient Safety
- E. Integration, Collaboration & Teamwork

**Responsibilities:**

- A. Program Development, Promotion and Delivery
  - a. Supports community people in identifying health and social concerns/needs and generate appropriate processes and programs based on best practice information designed to meet those needs.
  - b. Takes a lead role in assisting the community in development, promotion and implementation of selected community development programming and capacity building initiatives out of designated community locations in Inkster including Resource Centres.

- a. Responsible for overall programming delivered by designated programs out of community locations / Resource Centres in the areas of:
  - Capacity building initiatives
  - Volunteer coordination, training and placements
- b. Supports team members and volunteers in the delivery / co-facilitation of designated programming as required.
- c. Collaborates with program team members, Coordinator and the community on innovative programming including resource acquisition, scheduling, facilitation, and promotion.
- d. Supports the program and the community in the development and coordination of innovative promotional strategies and resources as required.
- c. Attends and/ or chairs related program planning and evaluation team meetings to determine and develop as needed data collection and evaluation tools (Resource Centre Strategic Plans, Surveys).
- d. Responsible for the ongoing monitoring and data collection of community development initiatives as required to meet funding requirements and standards of care i.e., financial statements, yearly reports, statistics.
- e. Responsible for the organization and maintenance of program site i.e., Resource Centre.

B. Client Support

- a. Provides one-on-one support to clients and families accessing NorWest Community Resource Centres and designated community programs in the areas of capacity building, volunteering, community initiatives, etc.
- b. Delivers group support and programming out in the community at designated locations in specific areas (volunteer training, leadership etc.,)

- c. Facilitate navigation within both internal and external services for clients as needed.
- d. Ensures timely and accurate documentation of client support using EMR per documentation standards as required.

#### C. Community Partnerships

- a. Responsible for creating and maintaining partnerships with businesses and community agencies within the Inkster community to support residents with community development and capacity building initiatives including volunteer and leadership opportunities.
- b. Supports coordinators with the overall organization, promotion and facilitation of designated community advisories i.e., Resident Advisory Committee.
- c. Participates on related interagency committees and community development initiatives.
- d. Promotes designated programming i.e., Resource Centres, volunteer opportunities to community partners and related agencies.
- e. Acts as a resource to all NorWest programs and the community.

#### D. Quality Improvement and Patient Safety

- a. Ensure client/customer centered approach to care.
- b. Participate in QI and Patient Safety initiatives.
- c. Ensure ethical conduct and practice in daily work.
- d. Ensure accurate and timely data/statistical collection and reporting.
- e. Ensure confidentiality of all client information per PHIA and PCAct.
- f. Ensure confidentiality and privacy of Staff, Volunteers and Board members per PIPEDA.
- g. Ensure use of evidence-based practice in daily work.
- h. Use respectful communication and approach with clients and staff.

- i. Actively participate in program development and evaluation as required.
- j. Responsible to prepare for and engage in supervision and participates in debriefing as required.

**E. Integration, Collaboration & Teamwork**

- a. Ensure daily collaborative approach and teamwork
- b. Actively participate on designated team meetings
- c. Actively participate on designated internal committees and projects
- d. Support student development and mentorship as required
- e. Communicates/shares relevant information with team members in a timely and appropriate manner

**Experience Required:**

- A. One year of experience required working in community development.
- B. Experience working with individuals of all ages, families and community organizations, including group facilitation and leadership development experience.
- C. Demonstrated experience in program planning and delivery in the areas of skill development, volunteer and leadership and capacity building activities.
- D. Experience working with diverse cultures and economic backgrounds, multi-barrier individuals with complex needs with mental health and addictions an asset.

**Personal Qualifications/Characteristics Required:**

- A. Strong communication skills.
- B. Strong problem-solving skills and ability to use own initiative when necessary.

- C. Knowledge of community resources and community development and health equity principles and initiatives.
- D. Knowledge of program planning, delivery and evaluation.
- E. Empathetic, non-judgmental approach.
- F. Keeps all organizational/business information confidential.
- G. Actively seeks out learning opportunities.
- H. Accountability to individual, team, and organizational workload/deadlines.
- I. Up to date knowledge of Mission, Vision, Values, Strategic Priorities and Team Objectives.
- J. Up to date IT / social media use and knowledge of MS Office; EMR experience an asset.
- K. Valid Driver's License and Access to a Vehicle.
- L. Subject to Police Records Check (including vulnerable persons).

**Licenses/Registrations:**

Registration with applicable College required (if applicable).

Approval:



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Executive Director

November 2023

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Date