



JOB DESCRIPTION
Community Health Outreach Worker
Community Health and Wellness
Updated: March 2024
Union: Professional Technical: MAHCP
Occupational Group: Counsellor

As the Community Health Outreach Worker, you will build on the capacity of the individual or community to address determinants of health through community development activities within Klinik and with external community groups and organizations. The overall impact is to increase access to necessities of life like food, shelter, clothing, finances, health care for those who have limited resources to build healthier communities through community development and engagement initiatives.

Qualifications:

- Degree in health or social services and two years' experience working in a related field.
- Strong community development and community mobilization skills, proven experience working with community groups to identify needs and issues.
- Experience in assisting community-based groups with organizational development.
- Knowledge and experience working with diverse cultural and economic backgrounds.
- Knowledge of social determinants of health and community development principles.
- Skills in small and large group facilitation.
- Ability to work effectively with the multi-disciplinary staff of Klinik, offering and receiving consultation, direction or guidance where necessary.
- Ability to work effectively with community members and multiple community partner agencies in sectors such as housing, education, justice, family services and health.
- Experience in program development, implementation, and evaluation an asset.
- Familiarity with the Truth and Reconciliation Calls to Actions and the MMIWG2S+ Calls to Justice
- Demonstrated commitment to disrupting all forms of racism and oppression, including homophobia and transphobia, within systems and practices.
- Grounding in trauma-informed practices and cultural safety
- Familiarity with accessibility standards and practices
- Knowledge of computers including a working knowledge of Microsoft Office, Access, Excel and others is essential.
- Excellent communication, organizational, and team skills essential.

Requirements:

- Satisfactory Criminal Record, Child Abuse and Adult Abuse Registry checks

Accountability:

- Reports to the Director of Community Health and Wellness

Responsibilities:

Community Development – 50%

- Facilitates and supports the community/neighbourhood and its representatives in the process of identifying and addressing community needs.
- Identifies opportunities for locality development and supports community development activities initiated by local groups.
- Assists neighborhood organizing.
- Has knowledge of Community Area resources and services to support linkages between staff and the community and citizens and resources.
- Assists in determining needs for health promotion and education, advocacy, and referrals to other agencies, both internally and externally.
- Provides support to community groups requesting assistance in areas such as community revitalization, housing, education, social assistance, child welfare, legal matters.
- Identifies and facilitates partnerships with community agencies, groups and organizations.
- Identifies and participates with existing intersectoral, interagency and resident networks.
- Where networks are not in place, identifies potential neighborhood partners and facilitates the development and maintenance of effective networks.
- Works within networks to achieve network goals and evaluate outcomes.
- Facilitates resident participation in networks that include agency and resident membership.
- Supports the citizen engagement activities of other sectors such as Family Services and Housing as opportunities arise.

Organizational Development – 50%

- Provides leadership to Klinik staff in incorporating community development principles in their everyday work.
- Represents Klinik in the community through various meetings, committees, workshops, and events.
- Maintains an inventory of community-based health resources and related supports.
- Participates in the development and implementation of methodologies for evaluating outreach services.
- Supports in the creation, delivery, monitoring and modification of evaluation tools and data specific to community engagement and satisfaction to inform the work of Klinik.
- Creating educational opportunities around social justice issues (e.g. Commemorative months/days).
- Organizing community engagement activities within Klinik and in community
- Actively support the work of community safety using a supportive non-punitive process.

Communication:

- Articulates complex information clearly and concisely in spoken and written formats.
- Gives and receives feedback in a constructive and professional manner.
- Advocates for a person or cause by adhering to principles of empowerment and collaboration.

Teamwork:

- Builds and maintains collaborative and respectful working relationships.
- Models and actively fosters positive team culture.
- Communicates directly and professionally with volunteers and team members across the organization.
- Provides expertise, information and support to others.
- Follows a constructive and effective process to resolve conflict.
- Supports optimal access to service by assisting the Management Team in supporting effective and efficient program workflows.

Work Habits:

- Ensures accuracy and high standards for work.
- Organizes, prioritizes, plans and coordinates own tasks to complete work efficiently.
- Demonstrates accountability and follow through on commitments and goals.
- Adapts to change and displays openness to new ideas and approaches.

Other:

- Participates in training courses and in services offered elsewhere and by Klinik in order to maintain and improve quality of service.
- Attend staff meetings as required.
- Participates in program planning, evaluation and quality monitoring including completing daily statistics.
- Participate in formal self-evaluations by identifying strengths and limitations.
- Seek appropriate supervision/consultation of own actions.
- Adheres to all agency policies, protocols and promotes best practice.
- Perform other duties and functions related to their job description not exceedingly above stated capacities.
- Notifies Management Team of concerns or risks as soon as they arise.