

Job Posting

Position Title: Indigenous Outreach Worker

Employment Status: Temporary Full-Time until March 31, 2025 TFT

Position Status: This is a Bargaining Unit position. All terms and conditions of the collective bargaining agreement apply.

Job Posting Deadline for Internal Candidates: April 23, 2024, at 5:00pm

Hours of Work Schedule: 35 hours per week (occasional evenings and weekends)

Position Reports To: Manager, Health Equity and Priority Populations

Salary Range: Annualized salary range \$49,206 – \$59,355, commensurate on skills and experience, plus participation in HOOPP

Primary Work Location: 115 Grassmere Ave., Oshawa; Will be required to provide services across Durham Region and at all DurhamCHC sites (Oshawa, Whitby, Ajax and Pickering)

Organization

Durham Community Health Centre (DCHC) is a registered, charitable organization that provides integrated, accessible, and equitable community-based primary care, wellness services, and health education to Durham community members who face multiple barriers to their health and well-being.

DCHC also provides equity-based programs and services that focus on priority populations such as Indigenous, Black, the 2SLGBTQI Community, Newcomers to Canada, Seniors, and Unattached patients (i.e., those without a family doctor), to name a few. DCHC ensures Durham community members receive not only sick care, but preventive care as well.

At DCHC, we are a team-based interprofessional group of staff including physicians, nurse practitioners, nurses, counselors, dietitians, outreach workers, medical secretaries, and other administrative staff. We always place every client at the centre of our approach to care, based on their needs. We address these needs through integrated clinical and wellness care and health education.

It's an exciting time to be joining DCHC, while we are embarking on an energizing path with a focus on making our biggest impact yet on local health care by diversifying, expanding, and leveraging our Strategic Plan, Theory of Change, Brand, Client Stories and Resources.

DCHC's 2023 – 2026 Strategic Goals

- Drive Program and Service Integration and Client Experience Across All that DCHC Does
- Evolve Program Offerings to Improve Health Equity and Meet the Needs of DCHC's Priority Populations
- Establish DCHC as a System Advocate and Champion for Equity
- Enhance DCHC's Brand and Awareness Across Durham Region
- Become an Employer of Choice with a Focus on Recruitment, Retention, and Development

Position Overview

The Indigenous Outreach position and initiative is the result of an innovative partnership between Miwizii Biik Housing Development Corporation and Durham Community Health Centre. The (MBDC) was

established in 2004 by Miwizii Biik Aboriginal Employment and Training, with a focus on training and affordable housing.

The Indigenous Outreach Worker position will provide culturally competent services across Durham Region with vulnerable and street-involved First Nation, Métis and Inuit individuals who may be at risk or have contracted Covid-19. The primary focus of this position is to respond to the housing/health/safety needs of individuals who may be negatively impacted by Covid-19.

The Outreach Worker assists clients using a wholistic approach focused on wellness and safety, decreasing risks and challenges facing the Indigenous Community as well as rebuilding and attending to practical needs (ie. shelter, food insecurity, transportation, housing subsidy and isolation issues). This position coordinates and organizes services for individuals, offers support to people that are vulnerable and living on the street or are in compromised housing arrangements.

This position will coordinate, deliver support, provide documentation to financial services for accounting and will work closely with surrounding Indigenous support agencies. The Outreach Worker will serve as a bridge to internal and external agencies/resources. In addition, the Outreach Worker will provide supports and arrange transportation to essential appointments.

The Indigenous Outreach Worker will collaborate within an interdisciplinary team of health professionals across the community network that influence the health environment targeted to Indigenous clients, as well as within the Agency's team structure, in support of goals that align with the response to supporting Indigenous Peoples.

Key Responsibilities

Outreach Services

- Provide a range of Outreach support services that promote wholistic wellbeing for those with experiencing homelessness, at risk of homeless or in a crisis situation.
- Provide financial aid to those needing short term financial support for personal services such as prescription medication costs, physiotherapy services, transportation, food vouchers, etc.
- Provide a range of opportunities for clients to learn daily life and living skills, while increasing their sense of community and belonging and connection to culture and traditions as necessary.
- Provide comprehensive culturally appropriate resources and culturally relevant service plans.
- Educate clients about their tenant rights and responsibilities.
- Contribute to the coordination, planning and enhancement of local services, including those from Indigenous agencies and partners.
- Support the implementation of realistic and culturally relevant goals and objectives through regular community and home visits.
- Act as an advocate on clients' behalf
- Access and utilize community resources for clients.
- Keep detailed client records to provide quality care.
- Coordinate and submit expense claims to financial services.
- Participate in events, workshops/orientations for clients and community.
- Coordinate, support and facilitate Indigenous based programming.

Administration, Quality Improvement and Reporting

- Document within DurhamCHC's EMR, information regarding outreach contacts.

- Complete Incident Reports as required.
- Follow policies and standards regarding confidentiality and documentation.
- Ensure all necessary reports are completed accurately and in a timely manner.
- Attend relevant team meetings and planning activities.
- Participate in quality improvement and evaluation activities.
- Work with the health and safety guidelines provided by the agency, which includes annual mandatory training requirements.

Key Qualifications

- Diploma/Degree in the social service/health sciences field
- Minimum 2 years related experience or equivalent combination of education and experience
- Broad knowledge of Indigenous issues, history, culture and tradition
- Experience providing support services
- Current knowledge of community programs, services and resources
- Highly organized and compassionate
- Understanding and willingness to practice Covid-19 safety protocols
- Available to work a flexible schedule
- Valid driver's license is required, and regular access to a vehicle

The Indigenous Outreach Worker is expected to make face to face contact with individuals from a 2-metre distance. Durham CHC will provide PPE in the form of face masks, gloves, and disinfectant. Applicants are encouraged to consider:

- May experience stress due to regular interaction with individuals in crisis.
- May be exposed to Covid- 19 illness and must always adhere to Covid-19 protocol
- May be in contact with individuals and families in crisis as a result of mental health issues, substance use and/or not attentive to personal health and safety for themselves.
- Regular interaction and collaborative work with cross-disciplinary colleagues and community care partners.
- Must monitor their own time and stress levels to ensure that they are able to effectively assist clients.
- Must be able to work in a variety of social and physical settings including walking on uneven surfaces and unexpected conditions (ex. tent city).

Full vaccination against COVID-19 is mandatory for this position (DCHC CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).

Application Process:

- If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to recruiting@durhamchc.ca. This position will remain posted until filled.

- While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Durham Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require alternate formats or other accommodations, please contact Human Resources at 905-723-0036, or by email to recruiting@durhamchc.ca. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**