

Job Posting

Position Title: Youth Outreach Worker

Employment Status: Full time contract until **March 31, 2026**

Job Posting Deadline for Internal Candidates: November 18, 2024, at 5:00pm

Hours of Work/Schedule: 35 Hours per week

Salary Range: Annualized salary range of \$50,191.00 - \$60,542.00, commensurate on skills and experience, plus participation in HOOPP.

Position Reports to: Senior Manager, Integrated Care and Experience

Primary Location: Oshawa/Pickering (with flexibility to travel/transition between any of DCHC locations)

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 Outreach Worker will provide outreach to youth (12-21) who may be at-risk, vulnerable and marginalized. The Outreach Worker will support clients in advocating for their needs and assist with navigating the social service system. This position will coordinate, design and deliver health promotion, harm reduction, life skills, and education programs. They will provide support services and promote referrals to health care and social services. Additionally, the Outreach Worker will collaborate within an

inter-professional team of health professionals across the community network that influence the health environment targeted to clients, as well as within the Agency's team structure, in support of goals that align with and achieve the Agency's strategy, Mission, Vision and Values.

Key Responsibilities:

Outreach and Support

- Active outreach in the community to support at-risk youth, assist clients in advocating for their needs, and assist in navigating the health and social service system.
- Deliver group and individual support, relevant treatment/service referrals, health promotion/prevention and harm reduction education.
- Assist clients with needed paperwork such as applications for birth certificates, health cards, medical appointments, support applications, as may be required.
- Accompany clients to medical appointments as may be required, to provide support.
- Assist clients to develop their capacities around health promotion/treatment/medical scheduling and health and wellness, taking into consideration the relevant social determinants of health for each individual.

Community engagement, collaboration and partnership building:

- Maintain current, and develop new partnerships with community organizations, networks and service providers who work with the assigned priority client population to promote relevant health promotion/harm reduction education, awareness and linkages to support services.

General Administration

- Routinely compile, enter and report confidential data at agency and funder's request. Client documentation is within two reporting systems.
- Ensure that all necessary reports are completed and submitted to the appropriate sources, meeting set deadlines.
- Participate in the planning of program evaluation initiatives.
- Participate as a team member in all team functions- program planning, team meetings and case conferences. Network with internal and community partners to ensure an optimal continuum of health & social services through all stages of relevant health promotion/education, support, care and treatment.
- Maintain and develop professional competencies and learning. Perform other related duties as assigned.

Other duties within scope of duties include:

1. Human Resources (HR)

- Adheres to and applies organization-wide policies and practices in support of organizational health, and performance management;
- Adheres to and applies established compliance measures within legislative requirements and employment principles (e.g., AODA, Human Rights Code, Ontario Employment Standards, Respect in the Workplace);

2. Health & Safety

- Ensures work performed are in a safe and healthy manner in keeping with the Agency's obligations under the Occupational Health & Safety (OHS) legislation, and as guided through the Agency's Health & Safety program.

Working Conditions

1. May be exposed to illness and unsanitary conditions in which established H&S protocols must be adhered to at all times. May be in contact with individuals and families in crisis as a result of mental health issues, and whom may be using substances and/or are not attentive to personal health and safety for themselves.
2. May have to manage physically threatening clients and be prepared to be responsible for own safety and safety of others, within H&S protocols.
3. May be placed in life-threatening situations for others such as instances of attempted suicide, violence or other mental health and physical health related risks – requiring crisis management protocols.

Qualifications

1. Diploma or Degree in Social Work, Social Service Work, Child and Youth Work, relevant Sciences or the Humanities required.
2. At least two (2) years of experience in working in a community setting is required.
3. Screening, intake and assessment skills required.
4. Thorough knowledge and experience of assigned client population, relevant program/services, harm reduction, health education and peer support models are required.
5. Strong knowledge of issues affecting marginalized communities and relevant vulnerable sector clients.
6. Experience working with diverse agencies and working successfully in partnership with these agencies.
7. Experience working with newcomers, including racialized communities.
8. Thorough knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients.
9. Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
10. Excellent interpersonal, presentation, and communication skills.
11. Demonstrated ability to work independently and as a team member within an evolving role in a multi-disciplinary environment.
12. Excellent advocacy and negotiation skills.
13. Strong commitment to health promotion and community development.
14. Excellent knowledge of MS computer applications and other office related software.
15. Ability to work some evening and/or weekend shifts.
16. Valid driver's license is required and experience driving larger vehicles is an asset. Required to travel regularly within Durham and surrounding area, using own vehicle.

Key Attributes include: Demonstrated Minimum Attributes core to the Agency: Service oriented, Initiative, Results oriented, Flexible/Adaptable, Collaborative, Effective Communication Skills, Team Player, Ability to manage risk within one's responsibility & accountability, Ability to take Accountability. In addition, the following are the role-specific attributes: Conceptual thinker; Efficient, Alliance builder, Creative & Innovative Thinker, Analytical/Systematic, Empathic, and Crisis Management Skills.

Applications are encouraged from members identified of the four designated groups: women, aboriginal peoples, persons with disabilities, and visible minorities.

Full vaccination against COVID-19 is mandatory for this position (Durham 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:

1. 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.
2. 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.
3. 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.
4. 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.**

