

Job Posting

Position Title: Social Worker – Priority Population

Employment Status: Full-time; Contract, until March 31st, 2026

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

Job Posting Deadline for Internal Candidates: January 10, 2025, at 5pm

Hours of Work Schedule: 35 hours per week including some evenings/weekends

Salary Range: Annualized salary range of \$59,093 - \$63,860, commensurate on skills and experience plus Group Benefits & HOOPP

Hiring Manager: Senior Manager, Integrated Care & Experience

Primary Location: North Oshawa; mobile clinic sites (with flexibility to work/transition to any DCHC locations as required).

Organization Overview

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 center 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 the health of Durham community members by diversifying, expanding, and leveraging our Strategic Plan, Theory of Change, Brand, Client Stories and Resources.

Position Overview

Working as a part of the interprofessional care team, the Social Worker – Priority Populations will play a vital role in providing holistic support to priority population clients, including Newcomers and African, Caribbean, and Black (ACB) communities. This position involves conducting client assessments, developing individualized treatment plans, and offering case management services. The Social Worker will collaborate with multidisciplinary teams, advocate for clients' needs, and connect them to vital community resources. A key focus will be delivering culturally competent care, ensuring clients from diverse backgrounds receive the support they need to improve their overall well-being and health outcomes.

Key Responsibilities:

- Conduct comprehensive assessments to understand the social, emotional, and mental health needs of priority population clients (e.g., Newcomers, Unsheltered, African, Caribbean, and Black communities)
- Coordinate services for clients by collaborating with other healthcare providers, social services, and community organizations to ensure comprehensive care.
- Advocate for clients by connecting them with community resources, housing assistance, employment support, and legal services.
- Monitor client progress and adjust treatment plans as necessary to ensure optimal outcomes.
- Provide immediate crisis intervention services for clients experiencing emotional or mental health crises.
- De-escalate situations and connect clients to emergency support services when required.
- Engage with the local community to raise awareness about health services and social support programs.
- Provide information and education on health and wellness topics such as mental health, family dynamics, and community resources.
- Develop and facilitate workshops or support groups for clients from priority populations.
- Work closely with physicians, nurse practitioners, health promoters, and other healthcare providers to integrate social work services into the client's overall care plan.
- Attend team meetings and case conferences to provide input on social determinants of health and client welfare.
- Ensure services are delivered in a culturally sensitive and inclusive manner, respecting the diverse backgrounds of priority population clients.
- Address barriers to care, such as language, transportation, or financial constraints, and assist clients in overcoming them.
- Maintain accurate, confidential, and timely records of client assessments, treatment plans, and progress.
- Prepare case notes and reports for internal use, funders, or regulatory bodies, ensuring compliance with legal and ethical standards.
- Provide services with an emphasis on understanding and addressing the intersectional needs of clients from marginalized or vulnerable backgrounds.
- Work toward reducing systemic barriers and discrimination in healthcare for priority populations.
- Continuously update knowledge of available resources and services for priority populations.

Other duties within scope of duties include:

- Consults regularly with local agencies or community resources concerning resource development and program planning which is pertinent to the patient/client population
- Adheres to and applies organization-wide policies and practices in support of organizational health, and performances
- Adheres to and applies established compliance measures within legislative requirements and equity principles (e.g., AODA, Human Rights Code, and Ontario Employment Standards)
- Champions and supports Employee Engagement efforts and initiatives

- Ensures scope of duties/accountabilities adheres to established Health & Safety programs, policies, and procedures
- Other duties as assigned by the manager and the director

Key Qualifications

- Bachelor of Social Work (B.S.W.) degree. Post-grad certificate in Mental Health and Addictions is an asset.
- Must be a current member in good standing with the *Ontario College of Social Workers and Social Service Workers (OCSWSSW)*.
- Case management experience working with priority population clients is an asset.
- Clinical experience in working with clients with complex medical and social needs.
- Knowledge of adult education and self-management principles.
- Provide system navigation expertise to assist clients in finding access to the appropriate community care resources (OW, ODSP, Trillium etc).
- Strong knowledge of community resources including housing, employment, food security, income support, and educational support, and knowledge of other social determinants of health and issues that affect marginalized communities.
- Ability to work independently and as part of a collaborative team.
- Knowledge of policies, legislation, programs, and issues related to the area of practice.
- Ability to prioritize, manage time effectively, and be flexible in a very active work environment
- Ability to facilitate and co-facilitate support groups
- Effectively verbal and written communication
- Proficiency with the TELUS PSS EMR system an asset

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.

Full vaccination against COVID-19 is mandatory for this position (DCHC 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.**

