

Job Posting

Position Title: Hepatitis C Outreach Worker (Benchmark Candidate Identified)

Employment Status: Permanent Full Time

Job Posting Deadline for Internal Candidates: March 13, 2025, at 5:00pm

Hours of Work / Work Schedule: 35 hours per week – 1.0 FTE] [days/evenings and weekends may be required]

Salary Range: Annualized salary is commensurate on skills and experience, within the range of \$50,191 and \$60,542, plus Group benefits and HOOPP.

Position Reports To: Manager, Health Equity and Priority Population

Director: AVP, Integrated Care & Experience

Location: 115 Grassmere Ave., Oshawa; this position requires travel to provide services in the community and at all Durham CHC sites

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 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

Working as a member of the HCV Team, the Outreach Worker will provide low threshold outreach to marginalized community members living with/at risk of acquiring hepatitis C. This position will coordinate, design and deliver education and training sessions, provide support services and promote referrals to testing and treatment.

Additionally, the Outreach Worker will collaborate within an interdisciplinary team of health professionals across the community network that influence the health environment targeted to youth 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 region/community (including correctional facilities) that are frequented by at risk community members living with/at risk of acquiring HCV in order to bridge to program and treatment teams.
- Deliver group and individual support and HCV treatment and prevention education.
- Assist clients with needed paperwork such as applications for birth certificates, health cards or medical appointments.
- Accompany clients to medical appointments, if requested, to provide emotional support.
- Assist clients to develop their capacities around treatment/medical scheduling and health management planning, taking into consideration the reality of the relevant social determinants of health for each individual.
- Support the expansion of the Naloxone overdose prevention program as well as the Harm Reduction program.
- Provide first contact HCV testing options and point of care screening at outreach locations.

Peer Support Program Liaison

- Promote and facilitate the utilization of peer support workers within the program.
- Assist in providing training on HCV prevention, education and addiction issues, with a focus on harm reduction to peer support workers.
- Ensure peer support workers have the information and resources to provide information and referral services

General Administration

- Design and develop training materials.
- Routinely compile, enter and report confidential data at agency and funder's request.
- 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 HCV 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:

- Assists, as assigned, in the orientation and training of new staff on the team.
- Consults regularly with local agencies or community resources concerning resource development and program planning which is pertinent to the clients and/or youth 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 program, policies and procedures.
- Other duties as assigned by the manager and the director.

Key Qualifications:

- Degree in Social work, Social Service Work, Psychology, relevant Sciences or a combination of relevant education and experience.
- Thorough knowledge and experience of HCV, harm reduction and peer support models are required.
- Thorough knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients.
- Excellent knowledge of MS computer applications and other office related software.
- A valid driver's license is required and experience driving larger vehicles is an asset.
- At least two (2) years of experience in working in a community setting is required.
- Strong knowledge of issues affecting marginalized communities.
- Experience working with diverse agencies and working successfully in partnership with these agencies.
- Strong commitment to health promotion, community development and adult education.
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
- Excellent interpersonal, presentation, and communication skills.
- Demonstrated ability to work independently and as a team member within an evolving role in a multi-disciplinary environment.
- Excellent advocacy and negotiation skills.
- Ability to work occasional evening and/or weekend shifts.
- Must be able to work in a variety of social and physical settings.

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.**