Carea Community Health Centre

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Vacancy Posting

Position Title: Youth Outreach Worker
Employment Status: Permanent Part-Time
Hours of Work Schedule: 21 hours per week (This vacancy requires fulfillment of an initial shift: Mondays & Fridays 9am-5pm; and Tuesdays 12pm-8pm)
Salary: $28,591.2 based on 21 hours per week, plus mandatory benefits including HOOPP. Salary is based on Agency policy around salary/pay grid and funding source mandate.
Position Reports To: Kelly Ng, Manager, Health Promotion and Community Development Services
Director: Kimberly Lepine, Director, Health Promotion and Community Development Services
Primary Location: Ajax

Organization – Quick Overview

Carea Community Health Centre is the new name of the amalgamated Oshawa Community Health Centre (OCHC) and The Youth Centre (TYC). The new organization is focused on building an even stronger community health services sector that is ready to meet the needs of its growing communities; a strong value of the community health centre model. The new entity will continue to focus on building its capacity to provide a full range of health & wellness services and programs to clients of all ages across Ajax and Pickering.

Position Overview

The Outreach Worker will provide outreach to youth (12-25) 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.

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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 (OHSA) 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, Psychology, 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 is 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. Thorough knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients.

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8. Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
9. Excellent interpersonal, presentation, and communication skills.
10. Demonstrated ability to work independently and as a team member within an evolving role in a multi-disciplinary environment.
11. Excellent advocacy and negotiation skills.
12. Strong commitment to health promotion and community development.
13. Excellent knowledge of MS computer applications and other office related software.
14. Ability to work some evening and/or weekend shifts.
15. 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.

Application Process:

1) All qualified **internal candidates** are welcome to apply and will be prioritized – a resume and expression of interest must be sent to hr@careachc.ca **on or before March 20th 2018.**

2) **External candidates** – please submit your resume and cover letter, to hr@careachc.ca **on or before March 20th 2018**. While we thank all external applicants for their interest in applying, only those qualified and considered for interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration. **Notes:**
   - The Agency is committed to transparent and merit based selection in all of its recruiting and hiring decisions. We embrace and celebrate our community's unique multicultural heritage and diversity.
   - **This position is 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).

Carea 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 Paula Carter, Resource Development and Communications Manager at 905-723-0036, extension 1229, or by email to pcarter@careachc.ca . **Carea Community Health Centre and staff are dedicated to creating an inclusive environment that welcomes diversity. Every One Matters! Every One is Welcome!**