



Thunder Bay District
Health Unit

POSITION DESCRIPTION

POSITION (TITLE):	Outreach Worker – Community Supports	DIVISION:	Health Protection
REPORTS TO:	Manager, Street Outreach	UNION AFFILIATION:	CUPE
REVIEWED: Direct Supervisor	Manager, Street Outreach	DATE:	May 11, 2018
APPROVED: MOH/CEO, Director	Director, Health Protection	DATE:	May 11, 2018
ORIGINAL VERSION DATE:	May 2018	DATE:	

POSITION SUMMARY:

Reporting to the Manager, Street Outreach, the Outreach Worker - Community Supports will be responsible for working within an interdisciplinary team and with community partner agencies to provide support and direct assistance to clients.

DUTIES AND RESPONSIBILITIES:

A: Program Implementation

1. Participates in the organizational and operational aspects of the program according to established program procedures.
2. Provides outreach services to marginalized, high risk population in identifying community resources, establishes links with stakeholders and ensures clients are connected with appropriate supports, programs and resources.
3. Collaborates with the individual/community to identify and provide programs and delivery methods that are acceptable and culturally sensitive care to diverse communities.
4. Supports and motivates clients as they reflect on their current health status and work towards defining goals for health improvement.
5. Connects patients with appropriate community resources (i.e. counselling, housing, and food banks).
6. Assists clients to secure accommodations.
7. Teaches and assists clients in activities related to independent community living.
8. Utilizes appropriate intervention skills in handling crisis situations.

9. Maintains client records, statistical data and other progress or program reports that may be required.
10. Collaborates and communicates effectively with family, health and social service professionals, agencies and organizations which provide services.
11. Works and consults with and maintains positive working relationships with other Health Unit programs and agencies and assists in planning and facilitating community mobilization strategies and health promotion campaigns.
12. Represents the Health Unit on strategically selected community committees, agencies and/or boards as approved by the Manager.
13. Maintains competency in assigned area through participation in professional development programs, new and emerging issues, and the changing needs of the population, the evolving impact of the determinants of health and emerging research and by self-directed study.
14. Collaborates with the program team to support developed media messaging.
15. Performs such other related duties as may be assigned.

B: Administration

1. Participates on relevant Health Unit project teams when requested.
2. In conjunction with the program team and Manager, prepares and implements annual operational plans.
3. Participates in program planning meetings as required.
4. Prepares monthly and annual statistics as required by the Program Manager for Board of Health and Provincial reports.
5. Maintains and reviews program procedures on an annual or as needed basis.
6. Provides leadership and/or participates in research projects.
7. Uses available resources to systematically evaluate the availability, acceptability, quality, efficiency, and effectiveness of program practices.
8. Completes special projects and assignments as required.
9. Works with health unit staff to maintain supplies and materials for program distribution.

QUALIFICATIONS / REQUIREMENTS:

- Post-secondary education in social services or a related field.
- Minimum 3 years' experience in a related field of work supporting community health.
- Demonstrated knowledge of community resources and organizations.

- Approachable and non-judgmental demeanour and attitude – must have a willingness and ability to relate to people at all levels.
- Experience in developing and supporting collaborative relationships with different groups or agencies.
- Demonstrated ability to work collaboratively as a member of an interdisciplinary team, including community partners.
- Demonstrated administrative skills, including the ability to set priorities, establish timeframes, and organize resources.
- Strong strategic, analytical and problem-solving ability.
- Excellent communication (verbal and written) and problem-solving skills.
- Ability to handle sensitive issues diplomatically and confidentially.
- Demonstrated proficiency in a Microsoft Office environment.
- Current Ontario driver's license and access to a reliable vehicle.
- Ability to work flexible hours and travel within the District.

OCCUPATIONAL HEALTH AND SAFETY:

- Follows all policies and procedures to ensure personal safety and safety of others.
- Reports any equipment or safety problems to supervisor.