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Community Health Ambassador Job Posting

Roots Community Services Inc. (RootsCS) is a multi-service charitable organization that provides culturally-relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean communities, to make positive changes in their lives and within their communities. Our aim is to assist our clients by providing pathways for them to achieve their full potential and assist them in finding solutions to improve their health, well-being and quality of life, and to heal from the trauma that inhibits their lives.

We are seeking 3 full-time and 2 part-time Community Health Ambassadors (CHAs), High Priority Communities Strategy (HPCS), to provide culturally-specific community outreach, education and support to individuals and families significantly impacted by COVID-19 and who face complex barriers to assessing health and social services in the Region of Peel.

Term: Contract until March 31, 2022, with the possibility of renewal
Hours of work: Full-time – 35 hours a week; Part-time – 24 or 28 hours a week
Compensation: \$47,000 to \$52,000 annually plus benefits (prorated)

Major Duties & Responsibilities:

These include but are not limited to:

- Informing and educating community members on COVID-19 public health measures, reinforcing provincial and regional guidelines to ensure the safety of all
- Developing relationships with community members based on trust, respect, and honesty
- Engaging with local businesses, community groups, religious organizations, and responding to community members queries and concerns regarding COVID-19 to reduce and mitigate the spread of COVID-19
- Providing guidance on how to properly wear a mask and distributing PPE kits to those in need
- Organizing COVID-19 information sessions, distributing resources through various activities and presentations at local community venues, faith-based locations and businesses
- Dispelling myths/misinformation through culturally-specific education and information sessions
- Building COVID 19 vaccine confidence within community by providing educational and informational resources and presentations
- Supporting onsite clinical and operational needs to vaccination clinics led by community partner organizations, Peel Public Health and Ontario Health
- Supporting community partners to complete pre-registration and promotion for vaccine clinics
- Providing short-term case management to individuals and families experiencing challenges due to COVID-19 diagnosis or isolation requirements
- Consulting, advocating and liaising with community resources and agencies to assist clients and families to access necessary services
- Assisting clients and/or their support network to determine appropriate services and facilitate referrals and linkages

- Supporting individuals to comply with public health guidelines including services to help enable safe and effective isolation after a COVID-19 diagnosis or close contact
- Monitoring clients' mental and physical health and initiating interventions to promote wellness
- Referring community members to appropriate resources and supports within the community
- Maintaining appropriate record-keeping/documentation as required by Roots Community Services and funders
- Providing input into ongoing service enhancement, program development and evaluation
- Staying current on relevant legislation, best practices, current research, policies and procedures
- Participating in ongoing professional development and mandatory training
- Other duties as may be assigned by management.

Qualifications & Key Requirements:

- Degree or diploma in Social Work or related discipline
- Minimum two years working or volunteering with vulnerable populations
- Experience working in community outreach setting is preferred
- Knowledge of and experience working within the Black, African and Caribbean communities in the Region of Peel
- Strong understanding of the specialized needs of Black communities who may be experiencing challenges related to anti-Black racism
- Knowledge of and sensitivity to the life experiences and diverse needs, identities and backgrounds of the Black population in the Region of Peel
- Understanding of cultural and local programs and services to which to refer individuals and families from the Black, African and Caribbean communities
- A high degree of conflict resolution using appropriate interpersonal styles and methods to reduce tension or conflict
- Proficiency in speaking, reading and writing French is an asset
- Valid driver's license and access to a reliable vehicle with comprehensive insurance is required
- Sensitivity to people from different socio-economic backgrounds
- Satisfactory Vulnerable Sector Check
- Satisfactory references

Working Conditions:

- Required to outreach within the community, following all safety precautions and measures
- Required to work a variety of shifts including evenings and weekends and from a variety of locations within the Region of Peel
- Required to wear full PPE equipment
- Be in contact with individuals experiencing challenges due to COVID-19 pandemic
- As a fundamental condition of employment, but subject to any legitimate accommodation needs under the Code, new employees must provide proof of vaccination against COVID-19 with vaccines approved by Health Canada, and must provide RootsCS with proof of vaccination prior to their start date. If unable to be vaccinated for reasons relating to protected grounds under the Code, new employees must promptly provide RootsCS with authorized and approved documentation.

Please forward your application with a cover letter by email to careers@rootscs.org by **January 28, 2022**, with the subject line **Community Health Ambassador**. We will be reviewing applications as they are submitted until positions are filled.

We thank all who apply for this position; however, only those candidates selected for an interview will be contacted.