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## Job Posting **Community Ambassador, HPCS (4 Positions)**

Roots Community Services Inc. (RootsCS) is a multi-service charitable organization that provides culturally-relevant programs and services to empower and inspire individuals, primarily from the Black, African and Caribbean (BAC) 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.

### **The Position**

We are seeking to fill **4** positions for the Community Ambassador (CA), High Priority Communities Strategy (HPCS), one of which is bilingual in French and English.

One of the major roles of the Community Ambassador is to provide culturally-specific community outreach, education and navigational support to individuals and families who face multiple barriers to assessing health and social services in the Region of Peel.

As the shift from COVID-19 response to recovery occurs, the role of the CA has evolved as well. More focus is on mobilizing communities members to take action to improve and/or maintain their health. This includes encouraging individuals to keep up with their medical checkups, screening and tests, take necessary precautions against the COVID-19 virus as well as organizing information sessions on topics such as diabetes and cancer. In addition to community outreach and engagement, ambassadors will assist on the BAC Community Support Line working from either our Brampton or Mississauga office.

**Term of work:** Full time contract to March 31, 2023  
**Hours of work:** 35 hours per week  
**Rate of pay:** \$45,000 to \$50,000 annually with benefits  
**Reports to:** Manager, Special Projects, Mental Health & Wellbeing Team

### **Major Duties & Responsibilities:**

These include but are not limited to:

- Developing relationships with community members based on trust, respect, and honesty
- Organizing information sessions on healthy living especially regarding diabetes, cervical and breast cancer, recruiting relevant speakers to present on specific topics
- Engaging with local businesses, community groups, faith-based organizations, and community members, responding to queries and concerns
- Distributing resources through various activities and presentations at local community venues
- Consulting, advocating and liaising with community resources and other agencies to assist clients and families to access necessary services
- Assessing clients to determine appropriate services and facilitate referrals and linkages
- Listening to clients' mental and physical health concerns and initiating interventions to promote

health and wellness

- Informing and educating community members on current COVID-19 public health measures, reinforcing provincial and regional guidelines to ensure the safety of all
- Continuing to build vaccine confidence within the 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
- Providing assistance on the BAC support line
- Maintaining accurate record-keeping and documentation as required by Roots Community Services and funders
- While performing administrative duties, ensuring all staff and visitors adhere to the necessary protocols regarding security at RootsCS and ongoing health regulations
- Helping to support projects that provide assistance to clients such as the tax clinic and food drivers, such as the Basket Brigade
- 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 assigned by management.

#### **Qualifications & Requirements:**

- Degree or diploma in Social Work, Community Outreach and Development or related discipline
- Minimum two years' experience 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 lived 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
- Required to work a variety of shifts including evenings and weekends and from a variety of locations within the Region of Peel
- Sensitivity to people from different socio-economic backgrounds
- Proficiency in speaking, reading and writing French is an asset
- Valid driver's license and access to a reliable vehicle with comprehensive insurance is an asset
- Clean and recent Vulnerable Sector Check
- Satisfactory references
- Availability to work some weekends and evenings.

Please forward your application with a cover letter addressed to the Manager, Human Resources, by email to [careers@rootscs.org](mailto:careers@rootscs.org) with the subject line **Community Ambassador**. Please note that we will be reviewing applications as they are submitted until the positions are filled.

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