

Job Posting

Community Health Ambassador

About Roots Community Services

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

About the Black Health and Social Services Hub

RootsCS is partnering with LAMP Community Health Centre (LAMP CHC) and the Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin) to design, develop and implement an integrated health and social services hub with and for the Black, African and Caribbean (BAC) communities in Peel Region.

The Black Health and Social Services Hub (BHSS Hub) will provide primary health, mental health, addiction, and social services programs that will holistically address BAC communities' physical, mental, social, and cultural needs, and seek to eliminate disparities and inequities.

To achieve our goals, we are recruiting people passionate about delivering culturally relevant, responsive, and affirming care that will inspire individuals to improve their well-being.

The Position

We seek to fill **two** positions for the Community Health Ambassador (CHA).

We seek initiative-taking individuals who are able to build trust and drive meaningful engagement with community members. Community Health Ambassadors are instrumental in community health initiatives, advocacy, and population health. Ambassadors provide culturally specific community outreach, education, and navigational support to individuals and families who face multiple barriers to accessing health and social services in the Region of Peel. This includes encouraging individuals to keep up with their medical checkups, screenings, and tests, taking necessary precautions against respiratory communicable illnesses, including influenza and RSV, and organizing information sessions on diabetes and cancer. The ambassadors will collaborate with a multi-disciplinary team to assist in planning and delivering community and wellness initiatives.

Terms of Contract: Full-time position with terms and conditions reviewed annually.

Contract term to March 31, 2026.
Renewable on April 1 of each year, based on funding availability and satisfactory performance.

Hours of Work: 35 hours per week
Compensation: \$54,600.00
Start Date: Immediate opening
Reports to: Team Lead - Social Services

Major Duties & Responsibilities:

These include, but are not limited to:

- Collaborate with team members to ensure the information on preventative primary care, diabetes care, cancer screening, chronic disease, and mental health provided to the community is up to date and accurate
- Collaborate with Support and Care Navigators, Communication Specialists, and Health Promoters to create educational resources and outreach strategies
- Engage with the community to promote health initiatives, programs, and services
- Develop relationships with community members based on trust, respect, and honesty
- Organize information sessions on healthy living, especially regarding diabetes, hypertension, and cancer, and recruit relevant speakers to present on specific topics
- Engage with local businesses, community groups, faith-based organizations, and community members, responding to queries and concerns
- Distribute resources through various activities and presentations at local community venues
- Consult, advocate, and collaborate with community resources and other agencies to assist clients and families in accessing relevant services
- Complete client assessments to determine appropriate services and initiate interventions to promote health and wellness
- Participate in the collection of trends, outreach activity statistics, and project evaluations
- Provide input into ongoing service enhancement, program development and evaluation
- Maintain accurate record-keeping and documentation as required
- Stay current on relevant legislation, best practices, research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Maintain professional linkages by joining relevant groups and participating in educational activities
- Other duties as assigned by management.

Skills & Qualifications:

- Degree or diploma in Social Work, Community Outreach and Development or related discipline

- Minimum two years of experience working or volunteering with vulnerable populations
- Experience working in a 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.

Requirements

- Valid driver's license and regular access to a vehicle with valid insurance
- Clear Vulnerable Sector Screening (Criminal Record Check) report
- Current CPR and First-Aid certification
- Ability to work evenings and weekends as required from a variety of locations within the Region of Peel
- RootsCS operates using a variety of work models, such as the Hybrid Hotelling model. Work models depend on the specific role and are at the discretion of the organization
- Comfortable lifting and carrying objects up to 10 lbs, and sitting or standing for long periods
- Bilingual proficiency in speaking, reading, and writing French is an asset.

As part of our mandate for inclusivity, reasonable accommodation can be made for all incumbents to perform the physical functions associated with the job.

RootsCS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, LGBTQ, and persons with disabilities, among other self-identified diverse groups. We also provide accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA) if you require accommodation for a disability during any stage.

This job description indicates the key responsibilities and core functions of the position. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required.



All employees are expected to participate in special assignments as a collaborative and inclusive organization. These include fundraising, strategic planning, and other related activities that contribute to the continuous development and expansion of Roots Community Services Inc.

Employees are expected to contribute to ongoing department growth and improvement via excellent job performance and proactive communication. Each employee and team are integral to RootsCS' mission.

Please forward your application with a cover letter to careers@rootscs.org, with the subject line, Community Health Ambassador.

Please note that we will review applications as they are submitted until the position is filled. We thank all applicants for this position; however, we will contact only those candidates selected for an interview.