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Job Posting Community Health Ambassador (SI)

Roots Community Services Inc. (RootsCS) is a multi-service charitable organization that provides culturally-relevant programs and services to 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 livelihood.

The Position:

The Community Health Ambassador serves as a trusted frontline representative responsible for promoting health equity, strengthening community connections, and improving access to culturally-responsive health information and services for Black, African, Caribbean, and underserved communities.

This role leads community outreach, health education, awareness campaigns, and resource navigation by building trusted relationships with residents, community organizations, businesses, and faith-based institutions. The Community Health Ambassador plays a critical role in addressing health disparities, reducing barriers to care, dispelling misinformation, and connecting individuals and families to appropriate health and social supports.

The successful candidate will work collaboratively with internal teams, healthcare partners, and community stakeholders to deliver evidence-informed health promotion initiatives, support community engagement efforts, maintain accurate program documentation, and contribute to the continuous improvement of programs that advance equitable health outcomes

- **Type of Work:** Full-Time contract until March 31, 2027 renewable upon available funding
- **Reports To:** Manager, Strategic Initiatives
- **Compensation:** \$28 - \$30 per hour
- **Hours of Work:** 35 hours per week

Job Responsibilities:

These include but are not limited to the following:

Community Outreach & Engagement

- Conduct proactive outreach to individuals, families, businesses, faith-based organizations, and community groups to increase awareness of public health initiatives and available community resources.

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- Build and maintain trusting relationships with community members through culturally responsive, respectful, and strengths-based engagement.
- Serve as a visible and approachable representative of Roots Community Services within the Region of Peel.
- Identify barriers affecting access to health and social services and work collaboratively with community partners to address emerging needs.
- Participate in community events, outreach activities, health fairs, and local initiatives to increase community awareness and engagement.

Health Promotion & Education

- Deliver culturally relevant health education sessions that improve community knowledge of public health issues, disease prevention, and healthy lifestyle practices.
- Educate community members on public health guidelines, infection prevention measures, and strategies that promote individual and community well-being.
- Develop and facilitate presentations, workshops, information sessions, and outreach campaigns in community settings, businesses, schools, faith organizations, and other public venues.
- Create opportunities for meaningful dialogue that encourages informed decision-making and promotes positive health behaviours.

Public Health Awareness

- Communicate accurate, timely, and evidence-based public health information using language and approaches that are culturally appropriate and easy to understand.
- Promote awareness of vaccination programs and other public health initiatives by addressing questions, concerns, and barriers to participation.
- Dispel myths and misinformation through education, community conversations, and trusted relationship-building.
- Support public health campaigns by distributing educational materials, resources, and protective equipment as required.

Community Resource Navigation

- Assess individual and family needs during outreach activities and connect community members with appropriate health, social, housing, employment, settlement, mental health, and other community supports.
- Provide information on available community programs and assist individuals in navigating services that meet their needs.
- Follow up with community members when appropriate to encourage continued access to supports and services.

Partnership Development

- Establish and maintain collaborative relationships with healthcare providers, local businesses, community organizations, educational institutions, and faith-based organizations.
- Represent Roots Community Services at community meetings, partnership tables, and collaborative initiatives.

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- Support the development of new outreach opportunities that strengthen community engagement and expand service reach.

Program Delivery & Evaluation

- Assist in the planning, implementation, and delivery of community health promotion initiatives and outreach activities.
- Collect community feedback to identify emerging issues, service gaps, and opportunities for program improvement.
- Contribute to the ongoing development, evaluation, and continuous improvement of programs and services.
- Participate in team meetings, planning sessions, and organizational initiatives as required.

Documentation & Reporting

- Maintain accurate, timely, and confidential records of outreach activities, client interactions, referrals, and program outcomes.
- Complete required documentation, reports, data collection, and administrative tasks in accordance with organizational policies and funder requirements.
- Ensure all records are maintained in compliance with privacy legislation and organizational standards.

Professional Practice

- Stay informed of current public health guidance, legislation, best practices, research, and emerging trends related to community health promotion and health equity.
- Adhere to organizational policies, professional standards, and ethical guidelines while maintaining confidentiality at all times.
- Demonstrate a commitment to anti-Black racism, equity, diversity, inclusion, and culturally responsive service delivery.
- Perform other duties and responsibilities consistent with the scope of the position, as assigned by the Program Coordinator or designate

Qualifications & Key Requirements

Education & Experience

- Diploma or Bachelor's degree in Social Work, Social Services, Community Development, Public Health, Health Promotion, Community Health, Human Services, or a related discipline. An equivalent combination of education and relevant experience will be considered.
- Minimum of two (2) years of experience (paid or volunteer) working with vulnerable, marginalized, or underserved populations in a community-based setting.
- Experience delivering community outreach, health promotion, public education, or community engagement initiatives is strongly preferred.
- Experience working within the non-profit, healthcare, social services, or community development sector is considered an asset.

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Community Knowledge & Cultural Competence

- Demonstrated knowledge of the Black, African, and Caribbean (BAC) communities and the social, cultural, and systemic factors impacting health and well-being within the Region of Peel.
- Strong understanding of anti-Black racism, social determinants of health, health inequities, and barriers affecting access to health and social services.
- Demonstrated ability to provide culturally responsive, trauma-informed, anti-oppressive, and equity-focused services.
- Knowledge of local health, social, settlement, housing, employment, and community resources available to individuals and families within the Region of Peel.
- Ability to establish trust and build meaningful relationships with individuals from diverse cultural, ethnic, linguistic, and socio-economic backgrounds.

Skills & Competencies

- Excellent interpersonal, communication, and active listening skills with the ability to engage individuals from diverse communities.
- Strong facilitation and public speaking skills with experience delivering workshops, presentations, and community education sessions.
- Demonstrated conflict resolution, problem-solving, and de-escalation skills with the ability to manage sensitive or challenging situations professionally.
- Strong organizational, time management, and documentation skills with attention to detail.
- Ability to work independently while collaborating effectively within a multidisciplinary team.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and experience using electronic documentation systems or databases is an asset.

Language Requirements

- Excellent verbal and written communication skills in English.
- Fluency in French (spoken and written) is considered a strong asset.
- Additional languages commonly spoken within Black, African, and Caribbean communities are considered an asset.

Other Requirements

- Valid Ontario Class G Driver's Licence and access to a reliable vehicle with appropriate insurance for community outreach activities is strongly preferred.
- Ability to work flexible hours, including evenings and weekends, based on program and community needs.
- Successful completion of a Vulnerable Sector Check as a condition of employment.
- Satisfactory professional references.
- Commitment to the mission, vision, and values of Roots Community Services, including equity, diversity, inclusion, anti-racism, and culturally responsive service delivery.
- Commitment to maintaining confidentiality and adhering to professional and organizational ethical standards.

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Work Environment

All team members contribute to the ongoing growth and sustainability of Roots Community Services (RootsCS) by engaging in fundraising, strategic planning, and other organizational initiatives. Within a collaborative and inclusive environment, each staff member plays a vital role in advancing RootsCS's mission to deliver culturally responsive programs and services that inspire and empower individuals, families, and communities to thrive.

Please email your application with a cover letter to **careers@rootscs.org**, with the subject line Community Health Ambassador. Please note that we will review applications on a rolling basis until the positions are filled.

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

