TAIBU Community Health Centre
Community Crisis Response – Wellness Outreach Worker

**Position:** Full Time / 3 years contract  
**No of Positions:** Two (2)  
**Application Deadline:** January 14, 2022

TAIBU CHC, a Community Health Centre established in the Malvern Neighbourhood of Scarborough is offering an exciting employment opportunity to serve the community and make an impact to address the systemic barriers faced by the residents to access culturally appropriate programs and services.

TAIBU Community Health Centre is at the forefront of the delivery of community health and social services to Black communities across the Greater Toronto Area. Our work aims to improve, promote and protect the health and well-being for Black populations through quality and culturally designed primary health care services and strategies.

The primary responsibility of the Wellness Outreach Workers will be to conduct outreach in the community with the aim of promoting the mobile crisis and post crisis services while also conducting assessment of needs and identifying challenges and barriers faced by community members in order to either prevent crises from occurring or coordinate early intervention services to support community members.

Reporting to the Community Crisis Response Service Coordinator, this position provides a range of outreach services to individuals, families and groups to enhance or maintain their health and wellness in the community as it relates to community crisis situations. This position carries responsibility for building trusting relationships in the community, prevention, early intervention, service planning and community outreach services with a range of Black, Francophone and other racialized community members and residents of the Scarborough neighborhood as defined by the Community Crisis geographical boundaries.

**SPECIFIC RESPONSIBILITIES**

**Outreach**

- Promote the Community Crisis Response Service to the targeted community
- Working collaboratively with members of the Community Crisis Response Team, other interprofessional team of TAIBU CHC, collaborative partners and other stakeholders develop an effective outreach plan based on Asset Based Community Development Approach
- Conduct grass root community outreach activities, including street intercepts, phone calls, etc.
- Collect information on emerging issues, service gaps and matters of interest and/or concern to the community
- Provide community members with general information, contacts, referrals services and support as needed to facilitate access to various health, mental wellness and other social services opportunities that promote the social determinants of health including, but not limited to: housing, employment, education, health, including substance abuse, social abuse, social and emotional issues etc.
- Participate in the collection and reporting of trends, outreach activity statistics and project evaluation activities. Including the maintenance of confidential database(s), as directed
- Participate and support in educational sessions, town halls and other health promotion activities related health and mental wellness
• Develop an understanding of partnerships, community agencies, businesses, government and informal community groups to offer appropriate referrals
• Provide services within an understanding of the context of oppression, poverty and diversity, using an Africentric lens
• Perform other duties and provide other services as assigned within the scope of the job

Intake & Assessment

• Conduct intake interviews to determine suitability of service and assist in linking community members to appropriate services
• Engage with community members to develop trusting relationship and better understanding of clients’ needs
• Participate in the assessment of clients’ stated wishes, daily living skills, environmental resources, motivations latent capability and social networks

Administration:

• Participate in staff meetings and on interdisciplinary teams; participate in Centre as may be required
• Develop, implement and update on the outreach workplan in conjunction with supervisor as well as identify actions plans
• Keep general program and participant information and records and maintain accurate engagement and outreach statistics, records and reports; ensure weekly data collection and recording of all encounters, either electronically or manually as directed
• Develop and maintain a flexible work schedule that accommodates the needs of the community and the Community Crisis Response Service and as approved by your supervisor
• Carry out other duties as may be assigned from time to time

Experience & Education

• Demonstrated knowledge, skills and abilities in social service work or community work
• College Diploma preferred but not essential
• Demonstrated experience and knowledge of Asset Based Community Development (ABCD) approach to outreach activities
• Experience of working with Black communities of different age, gender and socio-economic status
• Demonstrated knowledge of community resources, health promotion and the impact of social determinants of health and public health policies on the Black and other racialized and marginalized communities
• Demonstrated experience in effective time-management and organization skills
• Experience in group work and program development, implementation, monitoring and evaluation
• Excellent communication skills (written and verbal) and group facilitation skills
• Ability to work evenings and occasional weekends
• Demonstrated commitment to and lived experience of Anti-Black Racism and Afrocentric values and principles
• Demonstrated knowledge of the impact of racism and social determinants of health on the health and wellbeing of communities
• Person with lived experience
• Demonstrated ability to work co-operatively and negotiate effectively within a multi-disciplinary team of service providers
• Knowledge of and sensitivity to the life experiences and needs of the community combined with previous community development experience
• Experience in community engagement and knowledge of using Social Media (including Facebook, Twitter, Youtube) to reach target audiences
TAIBU IS BUILDING ITS BILINGUAL (FRENCH/ENGLISH) CAPACITY AND EXCELLENT FRENCH LANGUAGE PROFICIENCY IS A SIGNIFICANT ASSET

Interested candidates should submit their resume with a cover letter to:
The Mental Wellness & Community Crisis Response Service Hiring Committee
TAIBU Community Health Centre
27 Tapscott Road, Unit 1
Scarborough, ON M1B 4Y7
Email: hr@taibuchc.ca

No telephone enquiries. TAIBU CHC thanks all applicants for their interest. However, only those persons selected for an interview will be contacted.

TAIBU Community Health Centre is an equal opportunity employer and applicants from racialized and marginalized communities are strongly encouraged to apply.