TAIBU Community Health Centre
Information & Communication Specialist

**Position:** Full Time/3 years contract  
**No of Positions:** One (1)  
**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 Information & Communication Specialist designs, plans and implements the data support and data management functions of the Crisis Response Pilot. It will also play the role of leading the promotion and publicity of the pilot and all related communications.

Reporting to the Manager Mental Wellness & Community Crisis Response Service, this position will work with the members of the Crisis team and its management to provide data to staff, the City of Toronto and the public as required. The Specialist will also work closely with the Third-Party evaluator to support the collection and analysis of performance measurement data and information.

**SPECIFIC RESPONSIBILITIES**

**Data Management**

- Develop and implement funder-compliant data entry, extraction and transfer systems
- Develop, generate analyze and interpret data reports.
- Ensure functionality and integrity of program’s software systems.
- Produce reports to meet funding information reporting requirements.
- Designing queries and running standard reports to support management decision-making
- Work with the crisis response management team to identify their information needs and to continually revise output to address these needs.
- Apply concepts related to program logic models and indicator development to the analysis of data model, data relationships and business rules.
- Create processes to support complete and accurate data entry, including processes to track, prevent and correct errors.

**Communication**

- In collaboration with the crisis response management team produce materials that will effectively meet the needs of the crisis response overall communication strategy (print, website, newsletters, social media)
- Explore communications opportunities to engage and strengthen relationships with community stakeholders, partners and influencers
• Create content for the crisis response pilot website and ensure that it is kept up-to-date and relevant
• Cultivate positive media relations to be able to profile the crisis pilot work to address issues impacting the communities served.
• Advance the crisis pilot brand identity through the development of a brand standard manual and relevant board and staff training to ensure consistency of communication

Administration:
• Participate in staff meetings and on interdisciplinary teams; participate in Centre as may be required
• Develop, implement and update on the information & communication workplan in conjunction with supervisor as well as identify actions plans
• Develop and maintain a flexible work schedule that accommodates the needs of the community and the Community Crisis Response Service and as approved by the supervisor
• Carry out other duties as may be assigned from time to time

Experience & Education
• Undergraduate degree in a relevant discipline or equivalent work experience.
• Certificate in databases.
• Three or more years related experience; preferably in a community-based health care setting
• At a Three or more years of experience in communications and/or marketing experience
• Proficiency in the use of computers and various database programs including Access/SQL.
• Ability to interpret data and assess data quality issues to support management decision-making
• Experience as a computer trainer, including assessing training needs and developing plans to address them at a range of skill levels.
• Demonstrated ability to work effectively both independently and as a member of a team.
• Excellent communication, interpersonal, organizational and administrative skills.
• Ability to work flexible hours, including evenings and weekend.
• Knowledge of appointment scheduling, using software
• Demonstrated commitment to and lived experience of Anti-Black Racism and Afrocentric values and principles;
• Experience of working effectively in a multidisciplinary team environment
• Exceptional networker with a demonstrated skill to identify and cultivate relationships
• Excellent verbal and written communications
• 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.