



**Internal/External Job Posting**

#06012023B

**Job Title:** Community Health Worker – Community Health Centre

**Grid Level:** Grid 10 BCGEU Community and Social Services

**Hours:** Regular Full Time

**Description:**

The Community Health Worker (CHW) provides a range of supports and services to patients and clients, including assistance with scheduling, getting to and, if appropriate, accompaniment to medical appointments and procedures, assistance to navigate housing, financial assistance, and other health and social service systems

**Qualifications:**

Certificate of completion of a recognized program as a Social Services Worker or Community Support Worker or the equivalent in experience.

**Posting date:** June 1, 2023

**Closing date:** Until filled.

Please submit resume, cover letter, by email to [sradford@pcfsa.org](mailto:sradford@pcfsa.org)

This position is open to all applicants and requires Union membership.



## Pacific Centre Family Services Association

### JOB DESCRIPTION

#### Community Health Worker

Grid Level: 10 JJEP

Reporting to the Director of Integrated Services, as an integral member the Primary Care multidisciplinary team, the Community Health Worker (CHW) provides a range of supports and services to patients and clients, including assistance with scheduling, getting to and, if appropriate, accompaniment to medical appointments and procedures, assistance to navigate housing, financial assistance, and other health and social service systems. The CHW will work closely with other members of the Primary Care Team to ensure effective support to clients and will work collaboratively with community partners and service providers to ensure service linkages, integration, and continuity of care. This position will be paid at Grid Level 10, JJEP BCGEU wage grid.

### Primary Duties & Responsibilities

- Assists clients to navigate health and social services systems, such as: connects clients with community resources; collaborates with medical and social service providers to coordinate care; assists with accessing social services as appropriate (i.e. Ministry of Child and Family Services, Ministry of Social Development & Poverty Reduction, Immigration, Educate, etc.).
- Provides holistic client-centered support by demonstrating knowledge of and respect for culture(s) of clients; demonstrating flexibility by modifying support to be relevant within a client's cultural context; creating a non-judgmental space for clients to express themselves; and taking into consideration the clients social, emotional, physical, and mental wellbeing.
- Builds and maintains communication networks with partner agencies, especially those relevant to the community of interest.
- Practices with a trauma informed lens and utilizing a strength-based approach to empower clients to build capacity and autonomy.
- Utilizes public health concepts and those relating to the Social Determinants of Health, Health Equity, and Health Promotion to address client's social determinants of health such as housing, food security, social support, income, access to services, employment, and literacy.
- Promotes health literacy, supporting clients to understand and apply health information.
- Provide outreach in community settings and in people's homes.
- As part of the multidisciplinary health care team, participates and provides input in the development, maintenance, and delivery of a client-centered Care Plan by documenting care provided.
- Ensures a safe and healthy working environment by observing routine precautions and infection control procedures; removing obvious hazards; reporting faulty equipment, accidents, injuries, and near misses; and adhering to and enforcing rules regarding safety.



## Pacific Centre Family Services Association

- Participates in staff meetings, quality improvement initiatives, committees, and in-services, and maintains up to date knowledge through involvement in appropriate work-related continuing education as required.
- Orientates new Community Health Workers to the role through job shadowing in order to acquaint new employees with workplace practices.
- Performs other related duties as required.

### Qualifications

#### *Education*

- Certificate of completion of a recognized program as a Social Services Worker or Community Support Worker.

#### *Experience*

- A minimum of one year of recent, related experience providing community outreach, group facilitation, and social support to those experiencing barriers to care.

#### *Knowledge, Skills, and Abilities*

- Ability to successfully engage and work collaboratively with at-risk clients to support their health and other needs.
- Demonstrated knowledge of community resources and agencies.
- Progressive understanding of persistent mental illness and problematic substance use and how these issues impact overall health, wellbeing, and quality of life.
- Demonstrated advocacy, conflict resolution, and crisis management skills.
- Excellent ability to deal professionally, effectively, and non-judgmentally with a broad range of personalities, needs, cultures, and abilities.
- Ability to establish and maintain collaborative working relationships with a broad range of service providers.
- Communicate effectively, both verbally and in writing.
- Ability to organize and prioritize multiple tasks, multi-task, use initiative, and act as needed.
- Good judgment and decision-making skills.
- Ability to operate related equipment and physically able to carry out the duties of the position.

### Additional Information

- This position may involve work in stressful circumstances, often working with individuals and families in crisis situations. The ability to function independently and frequently under pressure, including managing emergencies, is an ongoing expectation of this position.