

Position Summary

Position Title: Community Outreach Worker

Reports to: Program Director

NOC Code: 4212

Revision Date: July 2026

Summary:

The Community Outreach Worker works within Quest Community Health Centre's interdisciplinary team model and the Centre's Mission, Vision, Values, and Strategic Directions to improve the health and well-being of individuals experiencing barriers to accessing health and social services.

The Community Outreach Worker provides outreach, system navigation, health promotion, advocacy, education, case coordination, and community development services that address the social determinants of health. Services are delivered using a low-barrier, trauma-informed, harm reduction, anti-oppressive, and culturally safe approach, with a focus on improving access to primary health care and reducing health inequities for priority populations.

The Community Outreach Worker collaborates with internal and external partners to promote coordinated care, strengthen community capacity, and support individuals in achieving their health and wellness goals.

Key Objectives:

1. Conduct outreach in community settings including shelters, supportive housing, hospitals, drop-in centres, encampments, community agencies, and other locations where clients access services.
2. Build trusting relationships with clients through respectful, client-centred, trauma-informed, culturally safe, and harm reduction approaches.
3. Provides trauma-informed, client-centred outreach and addictions medicine support to individuals experiencing substance use, including harm reduction education, overdose prevention, engagement, system navigation, advocacy.
4. Support clients in accessing primary care services, preventative care, health education, chronic disease management, and other health promotion initiatives.

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Employee Initials

5. Facilitate client engagement with interdisciplinary team members including physicians, nurse practitioners, nurses, social workers, peer support workers, client coordinators, and other health professionals.
6. Identify programs and resources needed to support outreach activities by developing and maintaining informal and formal community networks. Provide health education outreach and health promotion and prevention efforts.
7. Act as part of an interdisciplinary team which assists with the development, analysis and implementation of policies and procedures to improve the delivery of primary health care services.
8. Determine client status by assessing the social economic position, physiological outlook, housing, financial and legal needs and acting as a case coordinator by supporting the individual in leveraging required resources to meet the clients' needs.
9. Prepare intake and assessment reports and maintain accurate and timely client documentation. Participate in chart reviews and case conferences.
10. Provide individual, family and community support in conjunction with other community health center professionals including assessment, establishing goals, participating in chart reviews and case conferences.
11. Ensure all available and required resources are in place and are used appropriately and evaluate the effectiveness of treatment/service plans.
12. Participate in coordinated care planning, case conferences, integrated care teams, Ontario Health Team initiatives, Complex Care Resolution tables, Community Safety Situation table and other collaborative planning activities.
13. Identify emerging community needs, service gaps, and opportunities to improve access to care and recommend service improvements.
14. Act as an advocate for clients by providing assistance in accessing health, social service and related agencies and groups. Encourage community development by assisting individuals, groups and communities to articulate and advocate for health and related services.
15. Maintain contact with other social service agencies and health care providers involved with clients to provide information and obtain feedback on clients' overall progress. Attend advisory committee meetings and other community events.
16. Provide input for development of strategic plans. Attend and participate in staff meetings and special projects and other duties as assigned.

10. Conduct presentations, facilitate workshops and group meetings, and participate in program planning and community initiatives.
11. Participate in, and share responsibility for, the on-call coverage offered by Quest CHC.
12. Participate in, and comply with, all health and safety processes and initiatives to ensure the organization remains a safe workplace.
13. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
14. Develop and maintain strong ties to other professionals and community members.
15. Work within the full scope of practice. Meet organizational quality and quantity of work standards. Comply with applicable medical directives, policies, regulations and legislation identifying any areas of non compliance.
16. Maintain and develop professional competence through training or appropriate continuing education.

Qualifications:

Education

- Successful completion of a college or university program in social work, child and youth care, counseling or other social science or health-related discipline.
- Equivalent combinations of education and experience may be considered.

Experience

- Minimum 2 years' experience working in community health, outreach, social services, housing, mental health, addictions, or related community-based settings.
- Experience supporting individuals experiencing homelessness, poverty, substance use, mental health concerns, or other complex social and health challenges is preferred.
- Experience working within an interdisciplinary team environment is considered an asset.

Skills and Abilities

- Knowledgeable with resources within the community and methods of access.
- Awareness of, and sensitivity to, the health issues of the community.
- Ability to provide compassionate, respectful, non-judgmental and culturally competent care to the Quest CHC's primary populations.

- Ability to communicate effectively in English, both in writing and orally. Proficiency in other languages is an asset.
- Ability to function independently in potentially difficult situations and the ability to decide which presenting conditions are a priority.
- Ability to deal with disruptive behaviour and manage crises.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with a multi-disciplinary team, clients and service providers.
- Ability to problem-solve and apply sound judgment.
- Proficiency in the use of computer software/electronic medical records such as PS Suites

Conditions of Employment

- Valid Ontario Driver's License, access to a reliable vehicle and a Police Reference Check are required.
- Ability to travel between Quest locations and community points of service.
- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCI).
- Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronic Documents Act (PIPEDA).

Physical Demands

The position requires frequent standing, walking, sitting, driving, and occasional lifting of up to 25 pounds. Duties involve regular travel throughout the community and require sufficient mobility to safely access various community locations.

Speech, active listening, and effective communication are essential to this role to establish rapport with clients and colleagues, exchange information accurately, provide education and support, and help reduce client anxiety through respectful, compassionate interactions.

Working Conditions

Work is performed both within Quest Community Health Centre and throughout the community at various points of service including shelters, supportive housing, hospitals, outreach locations, encampments, clients' homes, and partner agencies.

The position requires flexibility to work both day and evenings and occasional weekends based on program and community needs. Staff may encounter unpredictable situations requiring sound judgment, conflict de-escalation, and adherence to organizational safety procedures.

The above description reflects the principal duties and responsibilities of the position and is not intended to be an exhaustive list of all work requirements. Duties may change to meet the evolving needs of Quest Community Health Centre and the communities it serves.

Quest Community Health Centre is committed to fostering an inclusive, equitable, and diverse workplace. We encourage applications from members of equity-deserving communities, including Indigenous Peoples, Black and racialized persons, persons with disabilities, members of the 2SLGBTQIA+ community, and others who contribute to the diversity of our organization.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____