

Position Summary

Position Title: Community Outreach Worker, Urgent Service Access Team (USAT)

Reports to: Program Manager

NOC Code: 4212

Revision Date: June 2025

Summary:

The Community Outreach Worker in the Urgent Service Access Team (USAT) is responsible for providing outreach, health education and administers and implements a variety of social assistance programs and community services, to assist clients to maximize the social determinants of health. The position has a strong emphasis on health promotion, disease prevention, and community capacity building and works within a harm reduction framework. These duties are accomplished as part of an interdisciplinary team of professionals whose objective is to provide primary health care and follow-up for clients.

Key Objectives:

1. 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.
2. 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.
3. 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.
4. Prepare intake and assessment reports and maintain accurate and timely client documentation. Participate in chart reviews and case conferences.
5. 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.

6. Ensure all available and required resources are in place and are used appropriately and evaluate the effectiveness of treatment/service plans.
7. Participating in the Integrated Community Lead (ICL) Model, which includes participating in community meetings, organizing and hosting, and follow-up for the ICL model for complex care needs clients (e.g. Health Link clients).
8. 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.
9. 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.
11. Provide input for development of strategic plans. Attend and participate in staff meetings and special projects and other duties as assigned.
12. Conduct presentations, facilitate workshops and group meetings, and participate in program planning and community initiatives.
13. Participate in, and share responsibility for, the on-call coverage offered by Quest CHC.
14. Participate in, and comply with, all health and safety processes and initiatives to ensure the organization remains a safe workplace.
15. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
16. Develop and maintain strong ties to other professionals and community members.
17. 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.
18. 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.

Experience

- ☐ 2 to 4 years experience in a community based social service setting
- ☐ 2 to 4 years providing assessment and brief intervention supportive counselling is 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 disenfranchised and 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 Telus P.S SUITS.

Conditions of Employment

- ☐ Valid Ontario Driver's License, access to a reliable vehicle and a Police Reference Check are required.
- ☐ 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 fine motor movements and gripping, handling and/or lifting 10-20 pounds. It also requires sufficient mobility to allow sitting, standing and twisting to reach patients and equipment. The position also requires far and near vision, depth, spatial and form perception, feeling, reading, writing.

Speech and listening are critical aspects of the role to effectively communicate with clients for education, instructions and general rapport to relieve anxiety.

Working Conditions

The duties of this position are performed primarily outside the health care centre, in the community. Work settings include community locations such as hospitals, homes, shelters and drop-in centres where the potential for dangerous situations to occur is higher than in an office setting.

The candidate must be able to work varying work schedules including evenings, and in multiple work locations. Flexibility is required, as hours may vary occasionally to accommodate organizational events, staff training, and meetings.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____