

Position Summary

Position Title: Community Health Worker with Rainbow Niagara 2SLGBTQ+ Services

Reports to: Program Manager

Revision Date: July 2025

Summary:

The Community Health Worker is responsible for providing community liaison, health education and promotion in addition to development, implementation, evaluation of initiatives and personal development groups. 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. Act as a resource to and advocate for individuals, groups and the community.
2. Provide needs-specific health education.
3. Build individual and community capacity by articulating and advocating for health and related services.
4. Co-ordinate ongoing assessment of community needs by identifying programs and resources, gaps and opportunities to further support the community through development of networks.
5. Provide community and individual front-line supportive counselling and social support, health education, promotion and prevention efforts.
6. Develop, implement, and evaluate community program initiatives.
7. Assist with the development, analysis and implementation of policies and procedures as part of the interdisciplinary team.

8. Participate in chart reviews and case conferences.
9. Participate 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 (eg. Health Link clients).
10. Identify and manage program resources and assist with preparation of program budgets.
11. 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.
12. Conduct presentations, facilitate workshops and other group initiatives.
13. Attend and participate in staff meetings and special projects and other duties as assigned.
14. Experience working with 2SLGBTQ+ community , providing inclusive, trauma-informed support and system navigation. Including one-on-one support, system navigation, along with support to parents and caregivers as well as group facilitation experience for both youth and adults
15. Experience offering community education and workshops on creating safe, welcoming spaces, gender identity, sexual orientation, gender-affirming healthcare and related health and social needs.
16. Meet organizational quality and quantity of work standards. Comply with applicable policies, regulations and legislation identifying any areas of non compliance.
17. Maintain and develop professional competence through continuing education.
18. Participate and comply with all health and safety processes and initiatives to ensure the organization remains a safe workplace.
19. Other duties as assigned.

Qualifications:

Education

- Completion of a college or university program in social work, health promotion or other social science or health related discipline is required.
- Current certification or willingness to become certified in Non Violent Crisis Intervention (NVCi).

Experience

- 1 to 3 years experience in a community based social service setting
- 1 to 3 years providing assessment and brief interventions counselling is an asset

Skills and Abilities

- Awareness of, and sensitivity to, the health issues of the community and methods of access
- Ability to provide compassionate, respectful, non-judgmental and culturally competent care.
- Knowledge of resources within the community and methods of access.
- Ability to function independently in potentially difficult situations and the ability to decide what present issues are a priority.
- Ability to deal with disruptive behaviour and crisis management.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with multi-disciplinary teams, clients and service providers
- Proficient in the use of computer software such as Microsoft Office and electronic medical records such as PS Suites

Conditions of Employment

- Valid Ontario Drivers' License, access to a reliable vehicle and a Police Reference Check are required.
- Maintain and develop professional competency through training or appropriate continuing education.
- 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 Electronics Document Act (PIPEDA).
- Current certification or willingness to become certified in Non Violent Crisis Intervention

Physical Demands

The position requires sitting at a desk requiring sufficient mobility to allow sitting, standing and twisting from a seated position to reach office equipment. Movement from front desk to offices and operatories, occasionally lifting 10-20 pounds may be required.

Speech and listening are critical aspects of the role to effectively communicate with the clients and colleagues, to give and receive information and to establish general rapport to relieve anxiety.

Working Conditions

The duties of this position are performed both inside and outside the health care centre including satellite locations and points of service. Work settings include community locations such as hospitals, homes, shelters and drop in centres where the potential for dangerous situations 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

We are committed to workplace equity and diversity and encourage submissions from equity – seeking groups who identify based on ability, cultural background, race, sexual- orientation and /or gender.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____