

## Position Summary

**Position Title:** Dental Health Community Worker

**Reports to:** Program Director

**Revision Date:** August 2024

### **Summary:**

Under the direction of the Program Manager, the Dental Health Community Worker is responsible for providing client care, community liaison, health education and promotion in addition to supporting the development, implementation, and evaluation of initiatives. These duties are accomplished as an integral member of a multidisciplinary team of professionals whose objective is to provide holistic health care and follow up. The position has a strong emphasis on oral health promotion/prevention, and community capacity building. Works within the CHC Model of Health and Wellbeing, using an anti-oppressive framework and harm reduction philosophies.

### **Key Objectives:**

1. Assist with applications and enrollment in the OSDCP and link clients who are ineligible to an appropriate community resource.
2. Book and complete client onboarding intakes for dental care at Quest CHC
3. Support and assist with waitlist management.
4. Coordinate and assist in client care services in various locations such as health care and social service partner agencies, senior centres, senior apartment buildings, long term care facilities, and residential homes.
5. Build trust and engage with seniors who are living on low incomes and need oral health care.
6. Use best practices in client outreach and engagement to support current clients and identify potential clients for the Ontario Seniors Dental Care Program (OSDCP).
7. Receive and respond to inquiries from internal, external, and general public stakeholder regarding seniors on low incomes in need to dental care.

8. Coordinate and facilitate events, groups, meetings and activities to support provision of oral health care and education.
9. Support clients and the team with the provision of oral health care through treatment coordinator.
10. Backfill and provide coverage for dental assisting, client coordination and front desk as required to meet program and organizational needs.
11. Support and promote Quest CHC's Volunteer Dental Program
12. Co-ordinate ongoing assessment of community needs by identifying resources, gaps, and opportunities to support Quest's priority population in accessing dental health care.
13. Develop ties to other professionals and community members to create and/or enhance community partnerships, raise awareness and build community capacity through effective liaison and health promotion activities.
14. Collaborate on the development and implement of an evaluation framework for the dental program to ensure objectives are met. Work collaboratively in development of provincially supported evaluations.
15. Promotes the Mission, Vision, Values and Philosophy of Care developed by Quest CHC and adhere to its policies.
16. Provides input for development of strategic plans and attend and participate in staff meetings and special projects as assigned.
17. Meet organizational quality and quantity of work standards. Complies with applicable policies, regulations and legislation identifying any areas of non-compliance.
18. Participates and complies with WHMIS and all health and safety processes and initiatives to ensure the organization remains a safe workplace.
19. Attend and participate in staff meetings and special projects.
20. Maintain and develop professional competence through continuing education.
21. All other duties as required.

## **Qualifications**

### **Education and Experience**

- Minimum 3 years of experience in client care, health promotion, and community capacity building or a combination of education, experience and training.
- Minimum 2 years of experience as a Certified Dental Assistant.
- Minimum 1 year experience dental treatment coordination.
- Reception and Client Coordinator experience is an asset
- Strong communication skills and ability to present information
- This position travels and works with community partners and clients across the Niagara Region, it requires a self-starter who can work fairly independently.
- Experience working with interdisciplinary teams is an asset.
- A valid Ontario driver's license, access to reliable transportation
- Police Reference Check is required.
- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCI).
- Experience using an electronic health record and practice management system,
- Intermediate experience using Windows based software, Microsoft Word, Outlook and Excel.
- Experience working in a team environment and working with the priority populations served by Quest CHC is an asset.

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

- Ability to build strong relationships using superior communications, effective interpersonal relationships,
- Awareness of and sensitivity to the dental issues of a culturally diverse community to provide compassionate, respectful, non-judgmental, anti-oppressive and culturally competent care to Quest's priority populations,
- Demonstrate knowledge, experience and ability to initiate connections and actively engage with seniors living on low incomes who may be vulnerable, marginalized, or socially isolated,
- Ability to diffuse difficult situations and apply proactive problem-solving skills and rapidly assess emerging situations to minimize disruption,
- Ability to deal with disruptive behaviour and manage crisis,
- Ability to establish positive working relationships with clients, interdisciplinary team, and community partners,
- Ability to effectively develop and articulate both short and long-term programming strategies,
- Ability to communicate effectively in the English language in writing and verbally to give/ present information to groups, and receive information,
- Strong interpersonal and communication skills,
- Highly motivated, flexible and well organized to plan and organize assigned duties,

- Proficiency in the use of computer software such as Microsoft Office and electronic medical records,
- Excellent organizational skills with the ability to manage multiple demands with competing deadlines,
- Proficiency in other languages is an asset.

**Physical Demands**

- The incumbent is seated for prolonged periods of time with occasional twisting to reach equipment on desk, moves from office to office, performs simple grasping, listens with sufficient acuity to perform all aspects of the job, and occasionally lifts up to 10-20 lbs.
- The position requires being in community at various locations with various physical demands.
- 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.

**Conditions of Employment**

- Valid Ontario Drivers' License, access to a reliable vehicle and a Police Reference Check are required,
- 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).

**Working Conditions**

The duties of this position are performed within Quest CHC and in community settings, including: community agencies, residences, client homes, shelters and at community events indoor and outdoor. Working conditions vary due to location and weather. Multiple work locations are, and a variety of hours to be worked may be, a part of regular working conditions.

<b>Employee Signature:</b> _____	<b>Date:</b> _____
<b>Vacant</b>	
<b>Supervisor Signature:</b> _____	<b>Date:</b> _____