

Community Engagement Ambassador Project

Community Health Ambassador Volunteer Description

General:

The Neighborhood Office (TNO) and Health Access Thorncliffe Park (HATP) are looking to bring on local **Community Health Ambassadors** to serve as a path of communication between our agencies and residents, local service providers, and Thorncliffe Park as a whole. As a resident of Thorncliffe Park, you will be an important part of an integrated engagement strategy that will support the growth and development of your community. Ambassadors will have the ability to learn, build capacity and connect directly with sources of support, as they will work closely with a network of local service providers. Honorariums will be awarded to all successful applicants.

Skills and Requirements:

- Practice in working with newcomers, racialized and/or vulnerable populations, providing frontline services and outreach
- Knowledge of community development and social determinants of health an asset
- Excellent organizational, communication skills
- Ability to understand and respond to changing community needs
- Ability to work independently and collaboratively in a fast-paced environment
- Excellent written and spoken English communication skills
- Multicultural sensitivity and/or experience working in diverse neighborhoods
- Familiarity in working from an anti-oppression, LGBTQ+ positive framework
- Ability to speak other languages an asset: Urdu, Slovak, Arabic, Dari/Pushto etc.
- Ability to travel within Thorncliffe Park as required.
- A minimum age of 18 years of age
- A successful clearance of a police **vulnerable sector** check

Equipment Used: Proficiency in the use and have access to computers including word and data processing, virtual meeting programs like Zoom or Microsoft Teams; collaboration tools like Slack; cellphones and associated communications apps (i.e. WhatsApp), home Wi-Fi connection.

Responsibilities:

Community Health Ambassador Volunteers will be tasked to meet and inform residents of agency and TPCH related programs, services, and events within Thorncliffe Park. *Community Ambassador Volunteers* contribute to the ability of residents to meet their needs by connecting them directly to sources of support, as they will work closely with the local network of service providers. In your role as a **Community Health Ambassador Volunteer**, you will be expected to perform the following duties and responsibilities:

- Provide up-to-date general information about Thorncliffe Park Community Hub (TPCH) services
- Attend all training(s) and information sessions hosted by service providers
- 2-4 hours a week in designated building for direct tenant engagement.
- Attending monthly meetings, completing reports and other duties assigned as assigned
- Provide wellness check-in calls with isolated community members
- Provide information and supportive services to other referring agencies and other service providers to ensure optimum delivery of services
- Regular face-to-face or virtual interactions or group info sessions with residents
- Refer community inquiries to appropriate community resources and services
- Provide navigation support to clients, including connecting to services and follow up
- Ensures that all communications and records be kept confidential and secure
- Establish and maintain relationships with landlord, superintendent, building manager(s), tenants, and tenant groups
- Assist to note, update and maintain accurate information and records
- Other duties as assigned by project leads

Location:

This position will be both virtual and located within various Thorncliffe Park locations based on community and program requirements. The location(s) for this position may be added or moved to new addresses in the future according to the community and program requirements.

*The Neighbourhood Organization is committed to employment equity initiatives.
We encourage residents of Thorncliffe Park and members of ethno-racial, aboriginal, immigrant, francophone, refugee, LGBTQ and disabled community groups to apply and self-identify.*