



**Job Posting:**  
**Community Health Ambassador (Roma) FHC**

**About FHC:** Flemingdon Health Centre (FHC) is an engaged and involved member of some of Toronto's most dynamic neighborhoods; Flemingdon Park, Fairview and Thorncliffe Park. FHC is a registered charity and an incorporated not-for-profit Community Health Centre (CHC), with a vision of Strong Health Communities. Across our three sites, we provide a range of health-related services based on the social determinants of health with extensive community engagement. We are primarily funded through the Ministry of Health and Long-Term Care/Ontario Health (formerly: Toronto Central Local Health Integration Network TC-LHIN).

At FHC, we know that health is about much more than just the absence of disease. Our approach to community health encompasses the social determinants of health which includes education, employment, isolation, food security and social supports, and utilizes a community development model to promote health, prevent disease, and strengthen community capacity. We value health equity, inclusion, community engagement, accountability & transparency, excellence and collaboration & partnerships.

**About the Role:** Community Health Ambassador (Roma) is a position funded by the High Priorities Communities Funding. They have to engage in meeting and speaking with Flemingdon Park Roma residents in one-on-one conversation around social determinants of health. They will contribute to the ability of residents to meet their needs by connecting them directly to support available, as they will work closely with the local network of service providers. In this role, they will attend trainings, weekly engagement initiatives across the M3C neighborhoods, including local retail spaces, high density neighborhoods, vulnerable housing clients, appointment accompaniment, vaccine on-site clinic support and virtual community engagement.

**Employment terms:** Contract-On-Call "Casual" until March 31, 2024, with the possibility of an extension (Evening and weekend hours can be expected)

**Pay Range:** \$22 per hour (in addition to 4% vacation pay)

**Number of positions:** 2 positions

**Expected Start Date:** October 2023

**Location:** Flemingdon Park Area

**Reporting to:** Manager, Population Health, and Wellness

**Responsibilities include:**

- Engaging Roma community members through empathetic, supportive, open-minded and non-judgmental communication and support
- Refer clients appropriately to services, and through a warm transfer whenever possible
- Maintain accuracy of client data, data entry and documentation
- Assist and advocate to help clients navigate and access community resources and services and ensure that clients' needs are met
- Effectively assessing client needs and co-developing solutions with clients through anti-oppressive lens
- Balancing effective and outcomes-oriented solutions in a dynamic fast-paced environment where teamwork and collaboration define the way we operate
- Adapting to ever-changing client and organizational needs

- Attend all training(s) and information sessions
- Hours determined as needed in designated building for direct tenant engagement
- Support and lead multi-week building by building and door by door approaches in the FHC catchment area.
- Regular face-to-face or virtual interactions or group info sessions with residents or FHC team
- Provide navigation support to community, 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 – upload data to progress tracking tools
- Assist to note, update and maintain accurate information and records
- Other duties as assigned by Agency or CHA Lead.

#### **Qualifications, Skills, and Proficiencies:**

- Experienced in working with newcomers, racialized and/or vulnerable populations, providing frontline services and outreach
- Excellent motivational communication skills and exceptionally strong organizational skills
- Ability to understand and respond to changing community needs
- Ability to work independently and collaboratively as part of teams, in a fast-paced environment
- Excellent written and spoken English communication skills along with knowledge of using devices for communication and coordination (outlook, Microsoft word, excel)
- Multicultural sensitivity and/or experience working in diverse neighborhoods like Flemington Park
- Familiarity in working from an anti-oppression, LGBTQ+ positive framework
- Ability to speak Slovak language is a key requirement.
- Ability to travel within FHC's Catchment as required.
- A minimum age of 18 years of age
- A successful clearance of a police vulnerable sector check
- Committed to embracing diversity in our communities and promote respect, equity and a sense of belonging in our work environment and in the provision of programs and services through an Anti- Racism Anti-Oppression (ARAO) framework
- Vaccines (COVID-19 and others) are a requirement of the job pursuant to the Ontario Human Rights Code

**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.

**Note:** This is a bargaining unit position with UFCW. Terms may be altered as a result of collective bargaining.

For more details on benefits and entitlements, please refer to our collective agreement here: <https://sp.ltc.gov.on.ca/sites/mol/drs/ca/Ambulatory%20Health%20Care%20Services/621-88231-22.pdf>

**Application Deadline:** October 12, 2023, by 5:00 pm Eastern time

**Application Process:** Qualified applicants are invited to submit their applications online:

<https://www.jobillico.com/en/job-offer/flemingdon-health-centre/community-health-ambassador-roma-/12679867>

Please include a cover letter and resume in a single file with your name in the file name.

In our Recruitment, FHC is committed to salary range disclosure in all of our job postings. We value and consider candidates' lived experiences as well as commitment and alignment with our organizational values. We encourage applications from individuals who can identify with the diverse communities we serve.

We thank all applicants for their interest but regret that only those selected for an interview will receive an acknowledgment. Please note that a criminal background check (Vulnerable sector) will be conducted for this position.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.