



Job Posting

Position Title: Indigenous Program Support

Employment Status: Temporary Full-Time contract until March 31, 2025

Position Status: This is a Bargaining Unit position. All terms and conditions of the collective bargaining agreement apply.

Job Posting Deadline for Internal Candidates: October 18, 2024, at 5:00pm

Hours of Work Schedule: 35 hours/week (Occasional evenings/weekend for events)

Position Reports To: Manager, Health Equity and Priority Populations

Salary Range: Annualized salary range \$41,773 – \$43,427, commensurate on skills and experience, plus participation in HOOPP

Location: 115 Grassmere Ave., Oshawa (with flexibility to travel to/transition to any of DCHC locations)

Organization Overview

Durham Community Health Centre is a recognized leader in redefining the experience of community-based health and wellness services. We provide access to high quality holistic and inclusive care that is responsive to the needs of the community and empowers individuals to enhance their own well-being.

Our name embodies what we do every day – we care. Caring for the health and wellness of our communities' residents is the cause that unites us. It shapes our thinking and guides our actions.

Durham Community Health Centre is a registered charitable organization providing a variety of free, community programs and services including: health promotion and wellness programs; primary care, counselling and mental health; diabetes education; Hepatitis C screening, treatment support, education and outreach; geriatric assessment & intervention; young parent support, youth programs, Indigenous programs; community development programs; and fundraising events which include developing charitable partnerships/sponsorships to fund programs.

In line with the CHC Model of Health and Wellbeing, our expert team works with our clients to provide holistic care, support, and wraparound services that empower clients to improve their health and wellness. We strive to be accessible to those in the community who face access barriers like culture, gender, geographic isolation, homelessness, language, physical disabilities, poverty, and race.

We are Durham Community Health Centre! Care. Compassion. Community.

Position Overview

Reporting to the Manager, Health Equity & Priority Population, the primary role will be to provide support with our Indigenous team. Including, administrative and coordination activities include scheduling, providing liaison, logistics and administrative support for Indigenous-relevant initiatives/activities as directed by the HPCDS manager. Support Indigenous Case Workers with client case conferencing and intakes.

Key Responsibilities

- Actively contributes to developing and maintaining a welcoming environment for DCHC clients and our community by demonstrating a non-judgmental, respectful and accepting approach to client care – whether meeting clients face-to-face or speaking to clients by telephone.
- Assist with Indigenous programs and events.
- Demonstrates excellent customer service skills for our internal and external clients, community partners and stakeholders.
- Flexibility to work or drive to meetings at any of DCHC's locations in our service area, as required.
- Actively maintain awareness and understanding of DCHC programs and services.
- Day-to-day duties of the Program Support include: responding to client and community questions, internal and external agency room bookings, registering new clients, updating and ensuring that client Electronic Health Record (EHR) is accurate and up-to-date (e.g., scanning, faxing, photocopying, mail distribution and filing are completed in an accurate and timely manner).
- Provide support with HPCDS programs and initiatives as required.
- Actively lead, participate and/or partner on internal and external projects or committees as assigned. This could include participation in various operational initiatives and activities designed to improve team effectiveness and overall workplace success.
- Participate in other DCHC staff training activities and team/staff meetings as requested.

Qualifications

- Two (2) years relevant administration/coordinating experience, preferably working within programs/services support and in a community health services setting.
- Proven communication, conflict resolution and negotiation skills with diverse stakeholders.
- Proven research support, planning and risk management skills within an administrative capacity.
- Demonstrated organizational and time management skills.
- Strong knowledge of issues affecting marginalized communities.
- Minimum 2 years' experience liaising with diverse agencies/community networks and working successfully in partnership with these agencies thorough knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients.
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts, exercise discretion and confidentiality, and take appropriate actions to meet deadlines.
- Effective interpersonal, presentation, facilitation and communication skills.
- Demonstrated ability to work independently and as a team member within an evolving role in a multi-disciplinary environment.
- Strong commitment to health promotion, community development and adult education.
- Advanced proficiency and knowledge of MS Office applications, Adobe Photoshop and Publisher, internet/intranet, and other office related software.

Minimum Key Attributes include: Service-oriented, Collaborative, Team Player, Results-oriented, Accountable, Initiative-taking, Flexible, Adaptable, Collaborative, Effective Communication Skills, Ability to manage risk within one's responsibility and accountability. **Role-specific attributes:** Relationship Builder; Crisis Management Skills, Organized, Creative & Innovative Thinker

Full vaccination against COVID-19 is mandatory for this position (Durham CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).

Application Process:

- 1) If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to recruiting@durhamchc.ca. This position will remain posted until filled.
- 2) While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- 3) All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- 4) All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Durham Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require alternate formats or other accommodations, please contact Human Resources at 905-723-0036, or by email to recruiting@durhamchc.ca. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**