



Scarborough Centre for Healthy Communities (SCHC) is dedicated to meeting the diverse, holistic health needs of the people of Scarborough by addressing the physical, mental, social, financial and environmental aspects of their health. Through the promotion of healthy lifestyles and delivery of a comprehensive range of culturally competent health and social services, we cultivate vital and connected communities.

We are currently looking to hire a:

**Community Outreach Worker  
1 -Full Time, 3 Year Contract Position (35 hrs/wk)**

The Lawrence East Partnership Program is a comprehensive and collaborative support service for residents who are vulnerable and have complex needs living in two Toronto Community Housing buildings, 4175 and 4205 Lawrence Avenue East in Scarborough.

Using a hub model of service, this position will be a part of a multi-disciplinary team who will work together to ensure that skill enhancement and services are in place for residents to maintain their housing and to improve their physical, mental health, and substance use challenges.

**Reporting To:** Community Supports Manager  
**Department:** Community Supports

**Scope and Accountability:**

The Community Outreach Worker is a key member of the outreach team in two Toronto Community Housing buildings in West Hill. They will be responsible for conducting outreach and engagement with residents and assisting in the delivery of new programming to address socially isolated tenants. The Community Outreach Worker will canvass residents for their ideas, engage them in dialogue and partner to deliver programming reflective of the community's interests. The Community Outreach Worker will also engage residents in order to develop a resident advisory group to build capacity within their community. In addition to resident engagement and program delivery, the Community Outreach Worker will participate in program evaluation in order to determine the effectiveness of new initiatives and the impact of these programs on community members.

**Key Areas of Responsibility:**

- Engage residents in outreach activities including focus groups, door-knocking, lobby intercepts, town halls and interviews in order to gather residents input.
- Identify and incorporate residents interests, skills, barriers and motivation to join social programming while planning
- Create an inclusive environment in which all residents feel welcome to participate and contribute
- Identify resident champions to develop a Resident Engagement Advisory Committee
- Contribute to the development and implementation of new programs and workshops in response to outreach data
- Contribute to program evaluation efforts
- Contribute and participate in activities related to annual work plan
- Gather and enter statistical data into EMRs as required
- Participate in organizational committees and appropriate community committees
- Perform other duties as assigned that are reasonable within the scope of the job

**Educational and/or Professional Qualifications:**

- Demonstrated knowledge, skills and abilities in social service work or community work attained from a degree or diploma from an accredited university or college program or through an equivalent level of

professional experience.

- Demonstrated training, knowledge and experience supporting individuals with mental health and addictions issues.
- Demonstrated training and experience facilitating meetings/groups with adults.
- Training in crisis intervention and de-escalation strategies (i.e. CPI/UMAB), community safety an asset.

**Level of Experience:**

- Two years of experience working with marginalized populations using a community development model including meaningful outreach and engagement experience.
- Two years of experience working directly in a community setting (West Hill, KGO an asset)
- Two years of experience working with vulnerable populations including those with mental health and addiction challenges.

**Skills and Attributes:**

- Ability to facilitate meetings with community members an asset
- Knowledge of and demonstrated experience working in a participant engagement and/or community development model
- Ability to work with and contribute to outreach team to obtain program goals
- Ability to seek assistance and guidance as appropriate from team members and manager
- Knowledge and understanding of low income and/or vulnerable populations in the West Hill/KGO community and complex needs of residents preferred
- Effective skills in conflict resolution, mediation, de-escalation and crisis management
- Strong communication, verbal, listening and writing skills
- Sensitivity to and awareness of cultural, racial and socio-economic diversity within the community particularly around mental health and addiction challenges
- Skills in program development, implementation, monitoring and evaluation an asset
- Proficiency in the use of computers and various software applications
- Proficiency reading and writing a second language is an asset

**Significant Working Conditions:**

- Comfortable working alone in the community with minimal supervision
- Working in Toronto Community Housing buildings outside regular office hours
- Working environment may include common spaces or residents homes which may not be smoke-free, may have pets or pests
- Travel between two sites will be required for this position (1 block apart)

**Remuneration:** \$21.21-23.99

**Pay Band:** I

**Please note:** All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

**Please reply in confidence to HR:**

By email: [hr@schcontario.ca](mailto:hr@schcontario.ca)

**Note: Please quote COW Position in the subject line.**

**Deadline:** Candidates are invited to apply no later than by 5:00 pm. Friday, September 11, 2020.

*All applications must be received by this date for consideration.*

*We would like to thank all applicants; only those invited to interviews will be contacted.*

Scarborough Centre for Healthy Communities is strongly committed to diversity within its community and inclusive workforce that reflects the communities that we serve. SCHC encourages applications from visible minority group members, women, aboriginal persons, persons with disabilities and members of sexual minority groups.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), SCHC will provide accommodation in all parts of the hiring process as required, upon request from applicants.

For more information about our programs and services, please visit our website at [www.schcontario.ca](http://www.schcontario.ca).

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense.

We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+

Please note that all qualified candidates, eligible to be employed in Canada, are encouraged to apply.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve. SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

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