



Job Posting: Community Health Worker

Umbrella Multicultural Health Cooperative is a member-driven, not-for-profit, community health Centre (CHC). Our members are people who face language and cultural barriers accessing health care. Our mission is to provide practical access to affordable and holistic health care services that are appropriate in culture and language for those without access to health security.

We work with a Cross Cultural Health Broker (CCHB) Model. CCHBs are multicultural, multilingual health care workers who facilitate communication between patients, service providers and health and social service systems.

Summary of the Position

The **Community Health Worker (CHW) with the Middle Eastern Arabic speaking community** builds and nurtures relationships with the community to create social connections and reduce isolation, increase equitable access to care and to facilitate appropriate use of health resources.

In collaboration with a team of other community health workers and program coordinators, the role will work with the Health Promotion Program to support health education, and Membership and Community Engagement Program. The CHW will be responsible for supporting workshops through interpretation, translation of materials, and for the outreach and engagement of patients and community members through outreach activities, workshops, and events.

Duties and responsibilities

1. Build and nurture relationships with community members and community groups, including co-op members, patients and community partners
2. Create a welcoming, confidential, and safe environment for program participants
3. Support the organization and implementation of health promotion activities and events
 - Perform outreach activities in the community
 - Translate workshop materials
 - Support workshop logistics such as set-up, take down, organize snacks, etc.
4. Support the organization and implementation of membership and community engagement activities and events
 - Enable program participants to take leadership in their own communities
5. Promote services to community members through outreach activities: attending events, distributing flyers, translating and culturally adapting promotional content for social media
6. Share vision and mission of Umbrella Co-op to community members, orienting on membership and programming available to them
7. Strictly adhere to confidentiality guidelines
8. Perform other duties consistent with the qualifications and role expectations
9. Attend internal and external stakeholder meetings as necessary

Qualifications

Required Skills, Qualities and Education:

- Bachelor's in health sciences or related field, 1 year of related experience, or an equivalent combination of education, training, and experience or other qualifications determined to be reasonable and relevant to the level of work
- Fluency in English and Arabic and ability to communicate both orally and in writing
- Demonstrated understanding of similarities and differences between the Canadian health care system and health care systems from Middle Eastern Arabic speaking countries
- Demonstrated understanding of cultural and traditional health practices and beliefs of Middle Eastern Arabic speaking communities
- Familiarity with delivering workshops and ability to create connections and relationships with community members both in-person and virtual
- Functional in Microsoft Office, Mac Operating System, and/or other digital communication platforms
- Ability to create culturally and inter-culturally safe and inclusive spaces rooted in migration experience
- Demonstrated ability to create trusting relationships with all stakeholders
- Self-awareness and accountability....
- Strong time management, prioritization, and organization skills
- Ability to take initiative, work independently and in a team
- Demonstrated ability to maintain confidentiality

Preferred skills

- Experience working in culturally diverse community-based setting
- Working with diverse, immigrant, and refugee communities

Working conditions

As community service organization, the work at Umbrella Co-op is demanding and rewarding. Umbrella Co-op is committed to providing an emotionally and physically safe working environment where employees can thrive in their roles.

The CHW works in-person in a shared office environment and remotely, and interpersonal interactions are required using videoconferencing and mobile technologies. Umbrella Co-op's COVID-19 Safety Plan is in place to protect the health and safety of everyone entering the office, and strictly following guidelines and procedures is important to keep a safe space for all.

The work will require working during evenings and weekends to support community events. The work may require travelling throughout the Lower Mainland to meet with community organizations and groups.

Physical & Mental requirements

The CHW is responsible for maintaining a safe, respectful environment where all team members and community members can thrive and feel a sense of belonging with others and with the organization.

The CHW requires mental resilience to remain kind through all interactions and assert boundaries without judgement. Umbrella Co-op supports a trauma-informed care approach for staff and community members and training and professional development opportunities are provided for this role.

The CHW is responsible for bridging communication gaps and alerting the program coordinator of any conflict, tension, and barriers amongst program participants, and supporting the resolution through a safe and supportive approach.

Occasional heavy lifting of office supplies and equipment may be required, and the CHW is encouraged to reach out to team-members if assistance is needed.

JOB TYPE: Part-time, 10 hours per week, evening and weekend work is required

SALARY: \$21.14 - \$22.92 per hour, depending on experience

EXPECTED START DATE: September 1, 2021

CONTRACT END DATE: March 31, 2022, with possibility of extension depending on organizational resources

APPLICATION INSTRUCTIONS: Please submit a one-page cover letter and your resume, all one document, with the title: “[InsertYourName].CHW-Arabic” to info@umbrellacoop.ca

For more information, please visit our website www.umbrellacoop.ca

We kindly thank you in advance for your interest and application; however, only selected candidates will be contacted for an interview.