



Job Posting: Cross-Cultural Health Broker with Spanish speaking Latin American Community

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 Cross Cultural Health Broker (CCHB) is a unique role that serves the specialized population of racialized immigrants and refugees and is the basis of how Umbrella Co-op fulfills its mission to provide accessible health services to those who experience language and cultural barriers.

CCHBs work to meet the health and wellness needs of the ethno-cultural communities Umbrella Co-op serves along the continuum of settlement, integration, and social inclusion. CCHBs are bilingual and bicultural individuals, who identify with the community they serve, who act as a bridge between members of the community and the institutional Canadian health and social systems to ensure full access to quality health care that is culturally and linguistically appropriate.

The role works in all programs and services offered at Umbrella Co-op. They are trusted members of their communities and support the long-term relationship between patients, physicians, and other service providers while providing a cultural lens to ensure services are relevant and appropriate.

Duties and responsibilities

1. Using a cross-cultural communication framework, facilitate appointments between patient and health care provider in the clinical setting
 - Support patient's access to health services by providing language and cultural interpretation and translation between clinicians and patients
 - Ensure patient's informed decision making by conveying the information effectively between patient and clinician
2. Manage patient care
 - Support continuity of care and fill health care gaps according to patients' preferences, needs and values
 - Support health system navigation by providing information about the Canadian health care system
 - Support patients' mental health needs through peer support or referrals
 - Support patient follow-up, i.e., call patients to inform about specialist or hospital appointment details, support with lab requisitions or pharmacy needs, etc.
 - Identify and address problems affecting patients and their family members' health

- Document all aspects of patient care, such as follow-up, recommendations and communication in patient electronic medical chart and other database management systems
- 3. Address social determinants of health (sdh) in a primary health care context:
 - Help identify patients' social determinants of health needs
 - Determine if sdh need is best met by CCHB or can be referred to an external service
 - Refer and liaise patients to appropriate health and social services in a timely manner, and follow-up to bridge gaps
 - Identify programs in other service provider agencies (government/ngo/settlement organization etc.) that support sdh client referral, ongoing
 - Network and maintain positive relationships with health and social service agencies
- 4. Support Health Promotion
 - Discuss opportunities for health screening, promotion, and disease prevention with patients, such as healthy behaviors, mental health awareness, etc.
 - Co-develop and facilitate curriculum and workshop materials for community health workshops and peer-led groups
 - Create a welcoming, confidential, and safe environment for program participants
 - Enable clients to take leadership in their own communities
- 5. Support patients accessing health care services through virtual technologies
 - Educate patient on new technologies and electronic modalities used to access health and social services such as virtual appointments, online booking for laboratory appointments, online application for government benefits, etc.
 - Identify patients' most suitable technological method to access services
 - Support patients troubleshoot technological issues
- 6. Patient Advocacy
 - In all interactions between patient and service providers (medical, health, sdh, etc.) create space for patient needs to be heard and met
 - Apply a cross-cultural advocacy framework (e.g. missing documents for program/services eligibility requirements)
 - Acknowledge and address power imbalance in advocacy
- 7. Strictly adhere to privacy and confidentiality guidelines and use OSCAR-EMR and clinic-provided cell phone to communicate confidential patient information
- 8. Develop trusting relationship with community members, agencies, and support workers within the community
- 9. Share vision and mission of Umbrella Co-op to patients and community members, orienting on membership and programming available to them
- 10. Attend internal and external stakeholder meetings as necessary

Qualifications

Required Skills and Education:

- Bachelor's in Health Sciences or related field, 2 years 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
- Experience working as a CCHB, community health worker or related experience
- Fluency in English and Spanish languages
- Functional in MS Office, MacOS and other digital communication platforms
- Demonstrated understanding of similarities and differences between the Canadian and Latin American health care systems

- Demonstrated understanding of cultural and traditional health practices and beliefs of Latin American community
- Demonstrated understanding of social determinants of health for racialized ethnocultural communities
- Ability to identify and assess assets and needs of patients and community members
- Ability to create culturally and inter-culturally safe and inclusive spaces rooted in migration experience
- Demonstrated ability to advocate for patients needs and resources internally and externally
- Demonstrated ability for relational practice, active listening, and building trust with all stakeholders
- Demonstrated ability to navigate and support difficult conversations, tension, or conflicting perspectives
- Demonstrated ability to manage risk and maintain confidentiality
- Ability to take initiative, solve complex problems working independently and in a team environment
- Ability for time management, prioritization, and organization

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 CCHB works as part of an interdisciplinary and collaborative team. They have high responsibility for meeting patient needs and are often placed in conflict situations. They are responsible for the accuracy of the information being translated, for patients' informed decision making, and for maintaining patient charts up to date. The CCHB will be trained in general and specific clinical protocols and guidelines as necessary.

The role works closely with patients and may be exposed to diseases or infections. The CCHB will be trained under the carefully developed safety protocols and will be provided appropriate PPE to mitigate risk.

As a trusted and established member of the community, they may be required to navigate difficult situations while maintaining trusting relationships with the patients and the wider community, and strictly adhering to confidentiality and ethical guidelines.

The CCHB works onsite and remotely using videoconferencing and mobile technologies to meet with patients and team members, or to organize support groups.

Physical & Mental requirements

The CCHB role involves working in a highly emotional environment and sometimes have to support patients who are upset and/or overwhelmed. There is a risk their work may trigger past trauma.

The CCHB requires strong mental resilience to remain kind through all interactions and assert boundaries with good judgement.

Umbrella Co-op supports a trauma-informed care approach for patients and staff through training and practice. Targeted CCHB professional development for this unique role is also supported internally. Regular CCHB and team meeting debriefs provide emotional support.

The role requires maintaining high levels of focus and attention during conversations, for long periods of time, either in-person or through virtual appointments and meetings.

The CCHB is required to use computer and information management systems daily.

CCHBs are encouraged to take breaks when possible. Clinic coordinator will proactively support CCHBs as required and encourage self-care practices.

As per the current Public Health Orders (Hospital and Community – Health care and other services), as of October 26, 2021, all employees working at Umbrella Multicultural Health Co-op must be fully vaccinated for COVID-19. Proof of vaccination status will be required.

JOB TYPE: Permanent position with 6 months probationary period, full-time, 35 hours per week, Monday to Friday, evenings and weekends may be required

SALARY AND BENEFITS: \$24.90 per hour is the training wage for the first year. Then, a range of \$27.67 to \$30.00 per hour, depending on past related experience. Full range of benefits includes paid vacation/sick leave, extended health and dental benefits, and group retirement plan.

EXPECTED START DATE: Monday, February 15, 2022. Posting will be published on our website until filled.

APPLICATION INSTRUCTIONS: Please submit a one-page cover letter and your resume, all one document, with the title: “[InsertYourName].LA-CCHB” to nrevelo@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.