



Job Description: Community Health Worker

Job Title	Community Health Worker
Reports to	Health Director
Status	Full Time
Hours	8:30am to 4:30pm
Wage	\$30-32.00/hr, plus a comprehensive health and wellness plan

Key focus of Laichwiltach Family Life Society

Our vision is to empower and promote healing and education in our communities from an Aboriginal perspective, nurturing and encouraging cultural awareness and self-sufficiency. We envision and celebrate a thriving, proud, respectful and inclusive community.

About this role

Working as part of an integrated team-based care approach, the Community Health Worker will provide a range of supports and services to patients which support the delivery and continuity of care. Working as a critical member of the clinic team, the Community Health Worker will support patient transporting and accompany patients to medical appointments and procedures and help patients navigate their needs related to the social determinants of health. Reporting to Health Director the Community Health Worker works one-on-one with patients to support culturally safe and humble care in a welcoming, helpful and collaborative clinic environment.

What you will do: Primary responsibilities

Working to support patients and families in the implementation and follow-up of their care, the Community Health Worker responsibilities include:

- 1. Coordination of Transportation and Logistical Supports:** Coordinate and facilitate the transportation needs of patients to and from appointments, referrals, medical appointments and procedures, including transportation to and from the local hospital.
- 2. Advocating and Liaise to Support Patient Needs:** Support patients in navigating, advocating and receiving resources that support the social determinants of health. This may include connecting with community-based programs, supports available outside of Campbell River, and communicating patient needs with the broader clinic care team.
- 3. Problem Solving and Relationship Building:** Engage and connect with patients and clinic staff to identify barriers to health and wellness and then work to remove these barriers. Build and invest in strong relationships while working to understand community resources that support patients with a holistic approach to wellness.

How we will work: Team responsibilities

- 1. Collaborative Support:** The Community Health Worker works closely with all clinic staff, including Family Physicians (FPs), Registered Nurses (RNs), Social Workers, Dietitians, Physiotherapist, Occupational Therapists (OTs), and the broader clinic team to ensure a coordinated, welcoming and supportive clinic environment that goes above and beyond for patients.



2. **Professionalism and Adaptability:** The Community Health Worker demonstrates respect and professionalism for the team by:
 - a. Being solution focussed and thinking proactively about how to remove barriers a patient might experience when it comes to receiving health care or implementing a treatment plan;
 - b. Listening to understand the needs of staff so as to better understand the full scope of what a patient needs to advance their health goals; and
 - c. Building strong working relationships within the clinic and broader community to understand the community health landscape.
3. **Confidentiality:** The Community Health Worker respects patient confidentiality, sharing only what is needed to support patient-centred care and avoiding any sharing of information that could lead to judgement, stigma or shame on the patient.
4. **Training and Role Updates:** As the team grows, the Community Health Worker will work with the Health Director to support the onboarding of new team members and establishing a shared understanding of the Community Health Worker's scope of work and integration within the broader team.

There will be other responsibilities that emerge, and this job description will be reviewed and updated annually in partnership with the Community Health Worker and the broader team promote a collaborative work environment.

Cultural competencies

Culturally safe and appropriate care is critical to who we are and how we work. We are seeking team members who are committed to a lifelong journey of learning and unlearning so that we can bring humility, kindness and safety to every health care experience. This means that all team members must:

- Recognize the importance of First Nations and Indigenous cultural identities as part of a healthy and balanced person and community. Specific to this role, this includes an understanding of the social determinants of health and how to access culturally appropriate supports and services.
- Promote a culturally safe environment by implementing practises that respect and incorporate Indigenous ways of knowing and being.
- Understand and honour First Nations cultural principles, protocols and ways of healing that may be unique to traditional Western medicine.
- Work with patients, caregivers and families to all social determinants of health into treatment plan which fully integrating First Nations norms and ways of being from assessment, treatment, and evaluation.

Understand (or seek to better understand) the communities we serve, their unique strengths and challenges and how culture supports wellness and health.

What you bring to the role



The Community Health Worker has a diploma in a related field and has a minimum of three to five years of work experience related to: community health, primary care, Indigenous community supports, or other experience. In-depth understanding of the community, available supports, programs and services are key to being successful in this role. Direct work experience in a primary care centre or public health is a strong asset as is understanding the scope of practice of health care providers. Candidates must live within a 60 km radius of Campbell River, must have a valid Class 5 driver's license and must be legally entitled to work in Canada. A criminal record check is required prior to an offer of employment being made to the successful applicant.

Skills And Abilities

- Strong listening skills that support trust-based relationships between colleagues, patients and caregivers, and community-based organizations.
- Demonstrated knowledge of community-based programs and services and an ability to problem-solve with patients to best meet their needs.
- Calm, organized, professional and able to work in a non-judgmental way with all patients, families, colleagues, and external partners/agencies.
- Exceptional inter-personal communications with other clinic staff, including clinicians, to ensure accurate and appropriate follow-up supports for patients.

How to apply

If this sounds like the opportunity for you, please email your cover letter and resume, noting 'Community Health Worker' in the subject line, to careers@lchccare.ca you are interested to learn more about the Community Health Centre, please visit: www.lfls.ca/employment