



Internal/External Employment Opportunity

Position Title:	Health Card Assistance Worker
Component/Team:	Client Access Team
Status:	Maternity Leave Replacement Contract (contract expected to be 18 months), 0.8 FTE to 0.9 FTE (28 hours to 31.5 hours per week)
Salary Scale:	\$48,066 – \$57,912 annualized salary plus benefits, both pro-rated to part-time status
Start Date:	Immediately

Position Description:

The Health Card Assistance Worker is responsible for assisting clients in obtaining and retaining a variety of identification for the purpose of obtaining and retaining health insurance coverage. The Health Card Assistance Worker provides information about how to apply for ID and help filling out forms. In addition, the Health Card Assistance Worker may provide engagement / accompaniment to support obtaining a health card as well as basic crisis intervention and referrals to community and social services.

Skills, Education and Experience:

Requirements for this position include:

Education and Language

- A Baccalaureate degree in Social Sciences, Social Work, Counselling or a related discipline
- Under the Centre's designation to provide French Language Services:
 - French (oral expression): Advanced
 - French (oral comprehension): Advanced
 - French (reading comprehension): Intermediate
- Fluency in English, both oral and written

Professional Experience

- One to two years experience assisting / providing practical supports to clients in a social service setting
- Experience working with a broad range of populations, including: youth, street involved, people with or at risk of psychiatric disability, people with substance use disorder, multi-cultural communities and disenfranchised groups

Knowledge, Skills and Abilities

- Knowledge of the impact of social/cultural/economic factors on the determinants of health



- Knowledge of chronic illness and mental health issues
- Strong attention to detail
- Knowledge of resources in Ottawa-Carleton
- Strong interpersonal, organizational and problem-solving skills
- Basic crisis intervention, assessment and coaching skills
- Effective communication skills
- Ability to work as part of a multi-disciplinary care giving team.
- Ability to work with psychiatrically disabled adults, clients with abuse and addiction histories, disenfranchised groups and multi-cultural communities
- Ability to work under stress with multiple demands
- Ability to use a capacity-building approach in working with clients
- Demonstrated flexibility, good judgment, initiative & creativity
- Respects and values the diversity of communities and individuals

Reporting Relationship:

The Health Card Assistance Worker is directly accountable to the Director, Client Access Team, and through the Director to the Executive Director.

Conditions of Employment:

Hours of work will be developed in collaboration with the successful candidate to ensure a healthy work-life balance. A schedule of work will be based on the Centre's hours of operation and program requirements and may include some evenings.

An offer of employment will be conditional upon the candidate completing a criminal reference check, verification of educational requirement for this position and linguistic profile to the satisfaction of the Sandy Hill Community Health Centre.

Please note that Sandy Hill CHC has a mandatory COVID-19 vaccination policy. All applicants are required to be fully vaccinated against COVID-19 to be considered for employment. An offer of employment will be conditional upon the candidate providing proof of full vaccination. Reasonable accommodations will be considered for individuals with a medical reason or a reason pursuant to the Human Rights Code that restricts them from being vaccinated against COVID-19.

Accommodation:

SHCHC will provide accommodation for applicants with disabilities in its recruitment process.

If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.



How to Apply:

To apply, please visit sandyhillchc.workable.com and select the appropriate job opening.

Clients of the Centre are welcome to apply. Should a client become the successful candidate, they will no longer be able to continue receiving services at Sandy Hill Community Health Centre. Assistance will be made available to find an alternative provider.

POSTING DATE: May 19, 2022

CLOSING DATE: June 2, 2022 at 4:00 p.m.