



POSITION DESCRIPTION

POSITION TITLE:	COMMUNITY LIAISON WORKER
DEPARTMENT:	SELKIRK & AREA MY HEALTH TEAM
CLASSIFICATION:	COMMUNITY MENTAL HEALTH WORKER
UNION:	MGEU - TECHNICAL PROFESSIONAL

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER – PRIMARY CARE SELKIRK AREA MY HEALTH TEAM STEERING COMMITTEE
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POSITION SUMMARY

Selkirk Area My Health Team is a collaborative partnership between independent primary care practices, community organizations and regional health authorities. Partners work closely with one another to plan, develop and provide enhanced local primary care services to the patient populations within their geographic area. This will support the patient journey through the health system and across community and acute care. The Community Liaison Worker will provide direct care, chronic disease management and support of self-management for patients of a My Health Team network of primary care providers, where services needed are not available through existing services/providers or where these are not accessible within the required timeframes throughout the healthcare system.

Reporting to the My Health Team Manager/Steering Committee, the Community Liaison Worker will be responsible for the development and delivery of interventions necessary to support and address health needs, social complexities/determinants of health, vulnerable/marginalized/underserved populations. The Community Liaison Worker will contribute to the overall improved health status of clients accessing the service. The Community Liaison Worker will work collaboratively and interactively with all My Health Team Services, functioning as clinician, and liaising with other sectors within the health care system to promote health equity, social justice, and outreach.

The position of Community Liaison Worker functions in a manner consistent with, and supports the mission, vision and values of the Interlake - Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Develops an up to date and detailed knowledge of community resources and services offered by partner Programs within Selkirk Community Area (Integrated Services and Non-Profit Community Agencies).
- Connects patients to the most appropriate supports assisting individual patients and families with focused interventions.
- Develops and implements targeted information self-help sessions for the targeted population.
- Assesses My Health Team patients and community needs identifying patients at risk for income vulnerability and strengthens and increases supportive referral networks/linkages to community-based income support resources.
- Assists all Network patients in navigating the service systems, provide education on risk management, and work collaboratively with My Health Team Clinicians supporting chronic disease prevention and management.

COLLABORATION

- Maintains knowledge and awareness of a range of services and resources with respect to Income security, housing, EIA services, income tax and benefits services
- Works collaboratively with service providers in various programs and services to ensure effective continuity of services for individuals
- Facilitates referrals to appropriate community based income support services and resources as required
- Participates in multi system service planning as required

NETWORK DEVELOPMENT

- Works to integrate current Income Security services with Primary Health Care delivery and align existing programs to deliver a more comprehensive service
- Provides income security and housing support to My Health Team partner clinics, community health agencies, EIA, and non-profit community income support programs to facilitate increased partner capacity to deliver income security services

PATIENT HEALTH AND WELLNESS

- Works with a trauma informed care approach aligning Income Security with Primary Health Care as a key component of chronic disease management and comprehensive patient care.
- Works directly with My Health Partner providers and clinicians to ensure that social determinants of health are addressed in the context of chronic disease self-management
- Works to develop and implement peer support groups to deliver income security services and acts as consultative support to peer support groups as they are created leveraging lived experience where possible
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Bachelor's degree in a relevant healthcare discipline (e.g. Social Worker, Nursing, Social Sciences) required.
- A suitable combination of relevant education and experience may be considered.

- Must be registered and a member in good standing with the relevant regulatory body or willing to register after hire.

REQUIRED KNOWLEDGE:

- Knowledge of the Housing, Community Services and Employment and Income Assistance Program an asset.
- Knowledge of Indigenous historical experience and Cultural Safety an asset.

EXPERIENCE REQUIRED:

- Minimum of two years (within the last five years) of directly related experience in a healthcare setting. Preference for experience in community based services and/or primary health care, particularly primary care services.
- Related case management experience, including: conducting interviews; providing supportive counselling; performing assessment and planning, and service coordination with an emphasis on financial, employment, housing, or disability related activities, in an integrated service or multi-program environment.
- Experience with Trauma Informed Care delivery an asset.
- Experience working with individuals/families from diverse backgrounds (cultural, financially disadvantaged, persons with disabilities, socially disadvantaged, new comers, etc.).
- Experience working in inter professional team; demonstrated ability to promote teamwork, collaboration and partnerships.

SKILLS/COMPETENCIES:

- Ability to plan, implement and deliver chronic disease management and self-management programming for individuals and groups.
- Demonstrated effective verbal communication skills
- Effective conflict resolution skills.
- Ability to initiate and work independently.
- Demonstrated critical thinking and decision-making skills.
- Understanding of a population health approach, determinants of health, and equity, especially as it relates to chronic disease an asset.
- Demonstrated flexibility required for working in a fast paced, changing environment.
- Understanding of fee for service family medicine work environment an asset.
- Proficiency in computer software; experience with electronic medical records preferred.
- Competent in Windows-based computer programs (Word, Excel, PowerPoint, Outlook).
- Previous experience with database software preferred.
- Requires a valid driver's license and vehicle to carry out job responsibilities.
- Mental and physical ability to meet the demands of the job.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- Will be required to travel throughout the region as duties may require.

- May be exposed to physical and emotional stress.
 - May encounter aggressive and/or agitated clients/visitors/staff.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: _____
September 2019
Date

Revised: _____
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Vice President, Human Resources Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been

determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.