

# Full Time InReach Worker

For more than 30 years, the London InterCommunity Health Centre has provided health and social services to those who experience barriers to care including poverty, homelessness, language or culture, and complex and/or chronic health conditions including mental health and addictions. Today, with four busy clinics in three of London's most under-served regions, the organization is viewed as a community leader in newcomer health, care of marginalized women, issues of health equity, client-led service development and the advancement of partnerships that improve access to vital services for people who are at the margins in our community. Throughout the COVID-19 pandemic, we have innovated new ways to continue to support our staff and clients through this difficult time with minimal interruption to our service delivery.

### About the Position

As a member of the Health Outreach & Safer Supply team, the InReach Worker is the first point of contact for visitors to our busy, downtown location.

This role will ensure that the first steps of accessible, appropriate and responsive care is provided. Fostering a connection to outreach services, system navigation or system partners, the InReach Worker interacts with all those who walk through our doors in an engaging, upbeat manner.

This role is ideally suited for someone who is accustomed to working with the populations we serve. Ease in communication, personable mannerisms and a non-judgmental approach to

others are key skills applicants should be able to demonstrate.

Actively contributing to a safe and welcoming environment for everyone, this role assists in enforcing client bans or trespassing orders. As well, they respond collaboratively to onsite Emergency Response Codes utilizing their proven de-escalation and crisis assessment skills. Ideally, escalated situations are averted through preventative intervention.

This full-time position typically works Monday to Friday, 37.5 hours per week, with some evening availability required for clinic support.

### Required Qualifications:

- Five years experience working with highly vulnerable people who experience barriers to care, including criminalized substance use, stigma, homelessness, struggles with mental or spiritual health, and poverty.
- Significant experience working within the framework of Harm Reduction, its practices and philosophy
- Knowledge and value of the social determinates of health.
- Formal training in Mental Health First Aid, Assertive Engagement Training, Management of Aggressive Behaviour, Non-violent Crisis Intervention, Trauma-Informed Care; completion of two or more is required.
- Excellent communication and reasoning skills

### Preferred Qualifications:

- Social service or health care post-secondary education/training; considered an asset.
- Protection, Security & Investigation, Police Foundations, or other related tactical training; considered an asset.

### Nice to Haves:

- French and other language skills are considered an asset in supporting the communities we serve.

### What's in it for you:

With a strong focus on employee well-being and development, LIHC is proud to support our staff with a well-structured compensation plan:

- A competitive salary
- 100% employer-paid health and dental benefits
- Participation in the Healthcare of Ontario Pension Plan (HOOPP)
- Paid sick and emergency time to tend to self and family care
- Paid vacation time
- Paid time to promote mental well-being and prevent burnout
- Paid professional development time and funds to support your career goals
- Numerous interdisciplinary training opportunities to promote growth in your role

### How to Apply:

If you feel you are the right person for us and we are the right place for you, please send a cover letter and resume by email to [jobposting@lihc.on.ca](mailto:jobposting@lihc.on.ca), stating the position title in the subject line of the email. If possible, please also indicate in the body of the email where you learned of this opportunity.

\*With consideration for the COVID-19 pandemic, interviews may be conducted in-person with appropriate physical distancing or online via Zoom to best meet Public Health Guidelines and the needs of the selected candidates. If the use of Zoom presents a barrier for candidates, alternate methods can be arranged.\*

Submissions will only be accepted until September 10, 2020.

The Health Centre is committed to hiring staff that reflect the diversity of the clients and community that we serve.

Should you require accommodation in making an application please contact our office. We thank all applicants for their interest, only those selected will be contacted.

To learn more about the Health Centre visit us online at [www.lihc.on.ca](http://www.lihc.on.ca), follow us on Twitter @HealthCentre or like us on Facebook – London InterCommunity Health Centre.