

Client Support Worker – HIV/AIDS Care

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

The London InterCommunity Health Centre seeks a full time Client Support Worker to build rapport and trust with clients through regular touch-points and check-ins.

This is a new position to the Health Centre, and the suitability of the role design will be assessed during a 1 year pilot program.

The MyCare Client Support Worker primarily conducts outreach activities to reach clients and connect them with care. Additionally they also accompany clients to external appointments to

reduce barriers, assists with system navigation and care facilitation, and provides education to improve health outcomes for clients.

As a member of the MyCare Infectious Disease team, with a focus on HIV/AIDS care, this role supports interdisciplinary health team's process on care plans, by being active and present when needed to support client needs.

This full-time position typically works Monday to Friday, 37.5 hours per week, with some evening and weekend flexibility required.

Required Qualifications:

- Completion of a college or university program in social services, child and youth care, counseling or other social science or health-related discipline.
- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCI).
- Ability to travel locally in a timely manner, preferably with consistent access to a reliable vehicle. No transportation of clients is permitted.
- Minimum 2 years experience in community, health and/or social services.
- Awareness of and understanding of social determinants of health, health promotion and adult education principles.
- Demonstrated knowledge of HIV/AIDS or infectious diseases and relevant care.
- Ability to work with diverse communities with respect, sensitivity, creativity, innovation, cultural understanding, non-judgement.

Preferred Qualifications:

- 2 or more years experience providing services to vulnerable populations, preferably in an outreach model.
- Experience with Electronic Medical Records (Telus Practice Solutions Suite currently in use)

- Strong computer skills, including the use of MS Office Products

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, the Health Centre is proud to support our staff with a well-structured compensation plan during the initial pilot program:

- A competitive salary
- Participation in the Healthcare of Ontario Pension Plan (HOOPP)
- Paid sick and emergency time to tend to self and family care
- Paid time to promote mental well-being and prevent burnout
- Paid Vacation
- Numerous interdisciplinary training opportunities to promote growth in your role

How to Apply:

If you feel you are the right person for this role, please send a cover letter and resume by email to jobposting@lihc.on.ca, stating the position title in the subject line of the email. 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 April 18, 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, follow us on Twitter @HealthCentre or like us on Facebook – London InterCommunity Health Centre.