

Screeener

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 maintained our operations and 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 primary role of the Screeener is to greet and screen all clients, families, and visitors to the Health Centre. This role will also assist with environmental infection prevention and control protocols such as spot cleaning high touch surfaces and restocking inventory. This is an evolving role that may experience changes in duties depending on the needs of the organization.

This individual must be able to converse with empathy, navigating barriers of language, hearing, distraction, and urgency using the tools provided. The ideal candidate is able to work with diverse communities with respect, sensitivity, cultural understanding, and non-judgement. This role will encourage de-escalation of unwelcome

behaviour or emotional reactions and involve leadership as appropriate. The Screeener must have an understanding and appreciation for the barriers that exist in our health system making it difficult for those without English language, literacy, income, housing stability, or social supports to access basic and required health care services.

This temporary, hourly position will work from 12 – 37.5 hours per week. This role requires flexibility in scheduling providing coverage during clinical operating hours (Monday to Friday, 9:00 am – 3:30 pm). The schedule and hours of work may change due to operational needs.

Primary Responsibilities:

- Thorough preparation and presentation of the screening area including ensuring the maintenance and organization of supplies
- Verbally and visually complete the screening process with all those seeking entrance to the clinic
- Ensure all persons entering the clinic follow proper precautionary measures and wear the provided personal protective equipment as appropriate
- Refer individuals for advanced screening if required
- Liaise with clinic staff to determine client/visitor/information needs
- Facilitate communication between clients, visitors and staff

Required Qualifications:

- Ability to consistently follow infection prevention control protocols and policies, including wearing provided PPE (gown, gloves, mask, and face shield) for periods of time with consideration for proper use and cleaning of items or surfaces
- Demonstrated strong communication and interpersonal skills; ability to maintain a polite and courteous manner in stressful situations
- Flexible and adaptable to changing environmental factors, work requirements and external directives
- Ability to consistently and dependably attend scheduled shifts
- Must be able to legally work in Canada and successfully complete the required training

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. This temporary position with anticipated end date the last week of July includes:

- A competitive salary starting at \$17/hr
- Day shifts – evening shifts may become available as clinic hours expand
- Paid sick and emergency time to tend to self and family care
- Optional participation in the Healthcare of Ontario Pension Plan (HOOPP)

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.

Due to the vulnerability of our client populations and the need for reliable attendance, it is a condition of employment that the successful candidate will submit proof of full COVID-19 vaccination to Human Resources.

Submissions will only be accepted until end of day January 19, 2022.

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.