

Job Description

Title: Community Support Worker

Salary: \$19.27 - \$22.68 per hour

Employment Type: Full time, permanent (35 hours per week)

Location: HART Hub

Vacancy Status: New Vacancy

Position Summary

The primary focus of this position is to engage individuals who are often underserved or hard to reach, helping to reduce barriers to care and improve equitable access to services. This role also integrates lived experience into program development and service delivery, strengthening trust, relevance, and connection with the communities served.

As part of a multidisciplinary team the Community Support Worker will provide peer-based support to navigate services, reduce barriers to care, strengthen coping and life skills, and increase connection to health, social, cultural, and community supports. This position will provide tailored care to the needs of individuals who are experiencing homelessness, addiction and mental health designed to support stability and long-term recovery through the HART Hub Model. Services may be provided in clinics, community, outreach, and shelters, with Street Health Centre (SHC), and in collaboration with AMHS-KFLA Homelessness Addiction and Recovery Treatment (HART) Hub.

Key Responsibilities

Program support

- Build respectful, supportive, and therapeutic relationships with individuals accessing HART Hub services.
- Contribute to the development of an inclusive, welcoming, and culturally responsive environment for clients and community members.
- Use lived experience with mental health, substance use, homelessness, or recovery to provide peer mentorship, and encouragement, to individuals accessing services.
- Support engagement in prevention, treatment, recovery, and wellness services through a trauma-informed, and culturally safe, approach
- Provide outreach, peer support and health education related to health, substance use and recovery in collaboration with interdisciplinary team members including providers, educators, outreach workers, practical assistance workers and community partners.
- Co- facilitate groups and drop-in programs to support client stability, connection and recovery
- Support community awareness and stigma reduction initiatives
- Provide one-on-one support, advocacy, system navigation and accompaniment to appointments within role scope and program guidelines.

Administration

- Prepare and organize program materials, resources, and supplies
- Maintain accurate record keeping and documentation
- Attend required training, team meetings and supervision meetings with program leadership
- Maintain confidentiality and appropriate boundaries, at all times

- Provide feedback into program development, enhancement and improvements, identifying community and systemic issues
- Assist with client advisory committee meetings, client surveys and program data collection

Organizational Responsibilities

- Comply with all relevant legislation and KCHC policies, including privacy laws
- Commits to acquiring an understanding of the importance of trauma responsiveness and the impact of Adverse Childhood Experiences (ACEs)
- Commits to demonstrating an ongoing commitment to Equity, Diversity, Inclusion, Indigenization and Accessibility (EDIIA) by representing the diverse nature of our communities, promoting and practicing inclusion
- Supports consistent application and development of KCHC policies and procedures
- Supports KCHC's student and volunteer placement programs
- Promotes awareness of and participation in KCHC activities
- Demonstrated commitment to continuous learning and quality improvement
- On occasion, perform other temporary duties as required

Basic Education and Experience Requirements

- Experience as a Peer Support Worker, or equivalent
- Experience and knowledge of street health related issues such as hepatitis C, methadone treatment, drug use, homelessness/being under housed, and sexual health;
- Experience working with clients one on one and group settings preferred

Knowledge, Skills and Abilities

- Strong verbal and interpersonal skills with the ability to build rapport and trust.
- Open, and non-judgmental approach, with a willingness to learn, and demonstrate de-escalation skills
- Strong knowledge of local mental health and addiction services
- Demonstrated ability to take initiative and work independently while contributing effectively within a collaborative, team-based environment alongside the Program Coordinator, HART Hub, SHC staff, peers, and community partners.
- Punctual and reliable team player
- Demonstrates strengths in written communication and basic computer skills

Other Requirements

- Ability to work daytime, evening and/or weekend shifts
- Current and satisfactory Criminal and Vulnerable Persons Check
- French, or other second language is an asset

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policies, practices, and services create an environment where everyone, regardless of their identity or circumstances, can thrive.

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Kingston Community Health Centres, 263 Weller Ave. Kingston ON, K7K 2V4 www.KCHC.ca

Job Description

Title: Harm Reduction Outreach Worker

Salary: \$23.52 - \$27.67 per hour

Status: Part time, permanent (21 hours per week)

Vacancy: New Vacancy

Location: Street Health Centre

Position Summary

As part of a multi-disciplinary team, the Harm Reduction Outreach Worker (HRW) assists with the promotion and delivery of harm reduction programs, services, and activities. Nurturing a welcoming environment and atmosphere at KCHC's Street Health location, Harm Reduction Outreach Worker works with complex clients facing barriers to care. Engaging in harm reduction outreach and promotion activities, the Outreach Harm Reduction Worker finds solutions that assist clients with their day-to-day living, in a trauma-informed manner, and with recognition of the social determinants of health. This position is rooted in a health promotion and harm reduction framework and applies a social prescribing lens. The primary focus is to engage hard-to-reach populations to improve their access to health and community services, particularly harm reduction supports.

Collaborating with community services and other Outreach Workers within KCHC and through community partnerships, the Harm Reduction Outreach Worker promotes health and wellness for people who use substances through supportive conversations, education (recognition of best practice recommendations), health promotion, and system navigation focused on improving access to harm reduction supplies and holistic healthcare.

Key Responsibilities

Client Support and System Navigation

- Oversee a welcoming space with a specific focus on engaging those needing social supports, practical assistance, and harm reduction supplies to help address unmet social health needs (e.g., housing, income security, food security, transportation, literacy, and social isolation).
- Build trusting relationships with clients and individuals who use substances by providing harm reduction supplies (including distribution of naloxone kits)
- Provide direct service to clients; assist complex clients facing barriers. Support social prescribing efforts by making internal and external referrals, connecting clients to organization and community resources
- Employ creative problem solving to address client related issues, including responding to client crisis and employ de-escalation interventions as necessary.
- Provide educational opportunities for people who use substances including safer substance use, HIV, Hep C testing including prevention practices and overdose prevention.
- Promote population health education and prevention information such as opportunities for immunizations, STBBI testing such as hepatitis C, HIV, and sexually transmitted infection testing.

Community Outreach

- Conduct outreach activities within the Kingston and surrounding community to engage and support community members from a harm reduction perspective.
- Coordinate training, information and education sessions for community members, staff members, and community stakeholders to promote harm reduction.
- Develop and facilitate client engagement initiatives such as Drop-Ins, One-on-One activities, Survey's, etc.

- Work with KCHC programs and the community to assist in the identification of needs for various harm reduction health promotion initiatives projects and programs that serves the community harm reduction needs.
- Promote awareness of and participation in Street Health Centre, and other KCHC activities/programs.
- Provide mentorship, guidance, and skills-building opportunities to the peer and volunteer program.

Program Support

- Work as part of a multidisciplinary team to identify the services needed for the clients, utilizing social determinants of health lens.
- Participate as a team member in all team functions, program planning, evaluation, QI projects, team meetings, case conferences, committees and staff meetings.
- Oversee the daily Harm Reduction Distribution Program, including inventory and ordering of supplies (stock levels), kit-assembly, data collection and reporting.
- Encourage a safe and secure environment for KCHC clients, community members, and staff while also nurturing a harm reduction philosophy and practice.
- Maintain healthy and professional relationships with community partners and program stakeholders. Network with internal and community partners to ensure an optimal continuum of health & social.
- Document client encounters in the EMR to assist with data capturing for reporting and program evaluation.
- Provide feedback into program development, enhancement, and improvements, identifying community, and systemic issues

Organizational Responsibilities

- Comply with all relevant legislation and KCHC policies, including privacy laws
- Commits to acquiring an understanding of the importance of trauma responsiveness and the impact of Adverse Childhood Experiences (ACEs)
- Commits to demonstrating an ongoing commitment to Equity, Diversity, Inclusion, Indigenization and Accessibility (EDIIA) by representing the diverse nature of our communities, promoting and practicing inclusion
- Supports consistent application and development of KCHC policies and procedures
- Supports KCHC's student and volunteer placement programs
- Promotes awareness of and participation in KCHC activities
- Demonstrated commitment to continuous learning and quality improvement
- On occasion, perform other temporary duties as required

Basic Education and Experience Requirements

- College Diploma in Social Services, Health Promotion, or a related field, or an equivalent combination of education and experience.
- Minimum of 2 years of experience working in a community setting with direct client encounters with marginalized persons and or harm reduction initiatives.
- Knowledge of health promotion initiatives, social determinants of health, drug use trends in community (i.e., injection and inhalation drug use), as well as community services and resources
- Knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients
- Current First Aid and Naloxone training.

Knowledge, Skills and Abilities

- Knowledge of concerns affecting marginalized communities and the community resources that provide services and support to marginalized persons
- Knowledge of strengths and challenges of street involved community and drug involved populations

- Knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines
- Excellent interpersonal, organizational, presentation, and communication skills
- Demonstrated ability to work independently and as a team member within an evolving role in a multi-disciplinary environment
- Strong advocacy and negotiation skills
- Strong commitment to health promotion, community development and adult education
- Excellent knowledge of MS computer applications and other office-related software
- Must be able to work in a variety of social and physical settings
- Demonstrated ability to attend work on a regular basis
- Strong organizational skills and above average attention to detail
- Ability to meet the physical demands of the position

Other Requirements

- Ability to work evening and/or weekend shifts
- Valid Driver's License, Driver's Abstract and proof of vehicle liability insurance preferred
- Current and satisfactory Criminal and Vulnerable Persons Check
- French, or other second language is an asset

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Job Description

Title: Harm Reduction Outreach Worker

Salary: \$23.52 - \$27.67 per hour

Status: Full time Temporary Contract until March 20, 2027 (35 hours per week)

Vacancy: New Vacancy

Location: Street Health Centre

Position Summary

As part of a multi-disciplinary team, the Harm Reduction Outreach Worker (HRW) assists with the promotion and delivery of harm reduction programs, services, and activities. Nurturing a welcoming environment and atmosphere at KCHC's Street Health location, Harm Reduction Outreach Worker works with complex clients facing barriers to care. Engaging in harm reduction outreach and promotion activities, the Outreach Harm Reduction Worker finds solutions that assist clients with their day-to-day living, in a trauma-informed manner, and with recognition of the social determinants of health. This position is rooted in a health promotion and harm reduction framework and applies a social prescribing lens. The primary focus is to engage hard-to-reach populations to improve their access to health and community services, particularly harm reduction supports.

Collaborating with community services and other Outreach Workers within KCHC and through community partnerships, the Harm Reduction Outreach Worker promotes health and wellness for people who use substances through supportive conversations, education (recognition of best practice recommendations), health promotion, and system navigation focused on improving access to harm reduction supplies and holistic healthcare.

Key Responsibilities

Client Support and System Navigation

- Oversee a welcoming space with a specific focus on engaging those needing social supports, practical assistance, and harm reduction supplies to help address unmet social health needs (e.g., housing, income security, food security, transportation, literacy, and social isolation).
- Build trusting relationships with clients and individuals who use substances by providing harm reduction supplies (including distribution of naloxone kits)
- Provide direct service to clients; assist complex clients facing barriers. Support social prescribing efforts by making internal and external referrals, connecting clients to organization and community resources
- Employ creative problem solving to address client related issues, including responding to client crisis and employ de-escalation interventions as necessary.
- Provide educational opportunities for people who use substances including safer substance use, HIV, Hep C testing including prevention practices and overdose prevention.
- Promote population health education and prevention information such as opportunities for immunizations, STBBI testing such as hepatitis C, HIV, and sexually transmitted infection testing.

Community Outreach

- Conduct outreach activities within the Kingston and surrounding community to engage and support community members from a harm reduction perspective.
- Coordinate training, information and education sessions for community members, staff members, and community stakeholders to promote harm reduction.
- Develop and facilitate client engagement initiatives such as Drop-Ins, One-on-One activities, Survey's, etc.

- Work with KCHC programs and the community to assist in the identification of needs for various harm reduction health promotion initiatives projects and programs that serves the community harm reduction needs.
- Promote awareness of and participation in Street Health Centre, and other KCHC activities/programs.
- Provide mentorship, guidance, and skills-building opportunities to the peer and volunteer program.

Program Support

- Work as part of a multidisciplinary team to identify the services needed for the clients, utilizing social determinants of health lens.
- Participate as a team member in all team functions, program planning, evaluation, QI projects, team meetings, case conferences, committees and staff meetings.
- Oversee the daily Harm Reduction Distribution Program, including inventory and ordering of supplies (stock levels), kit-assembly, data collection and reporting.
- Encourage a safe and secure environment for KCHC clients, community members, and staff while also nurturing a harm reduction philosophy and practice.
- Maintain healthy and professional relationships with community partners and program stakeholders. Network with internal and community partners to ensure an optimal continuum of health & social.
- Document client encounters in the EMR to assist with data capturing for reporting and program evaluation.
- Provide feedback into program development, enhancement, and improvements, identifying community, and systemic issues

Organizational Responsibilities

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- On occasion, perform other temporary duties as required

Basic Education and Experience Requirements

- College Diploma in Social Services, Health Promotion, or a related field, or an equivalent combination of education and experience.
- Minimum of 2 years of experience working in a community setting with direct client encounters with marginalized persons and or harm reduction initiatives.
- Knowledge of health promotion initiatives, social determinants of health, drug use trends in community (i.e., injection and inhalation drug use), as well as community services and resources
- Knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients
- Current First Aid and Naloxone training.

Knowledge, Skills and Abilities

- Knowledge of concerns affecting marginalized communities and the community resources that provide services and support to marginalized persons
- Knowledge of strengths and challenges of street involved community and drug involved populations

- Knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines
- Excellent interpersonal, organizational, presentation, and communication skills
- Demonstrated ability to work independently and as a team member within an evolving role in a multi-disciplinary environment
- Strong advocacy and negotiation skills
- Strong commitment to health promotion, community development and adult education
- Excellent knowledge of MS computer applications and other office-related software
- Must be able to work in a variety of social and physical settings
- Demonstrated ability to attend work on a regular basis
- Strong organizational skills and above average attention to detail
- Ability to meet the physical demands of the position

Other Requirements

- Ability to work evening and/or weekend shifts
- Valid Driver's License, Driver's Abstract and proof of vehicle liability insurance preferred
- Current and satisfactory Criminal and Vulnerable Persons Check
- French, or other second language is an asset

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Kingston Community Health Centres, 263 Weller Ave. Kingston ON, K7K 2V4 www.KCHC.ca

Job Description

Title: Practical Assistance Worker

Salary: \$23.52 - \$27.67 per hour

Employment Type: Full-Time, Permanent (35 hours per week)

Vacancy: New Vacancy

Location: HART Hub

Position Summary

As part of a multi-disciplinary team, the Practical Assistance Worker (PAW) assists complex clients facing barriers to care and will help connect clients to support and services as well as provide outreach to marginalized community members, including those engaged through the HART Hub model receiving addiction, mental health and broader social-health services. This position advocates for clients and assists with connecting the client to community resources and supports to help address unmet social health needs (e.g. housing, income security, food security, transportation, literacy, and social isolation). Focusing on the social determinants of health, the PAW finds solutions that assist clients in their day-to-day living and navigating the health and social service systems.

Benefits:

- **Vacation, Personal Days, Sick Days and Education time**
- **Health Care of Ontario Pension Plan (HOOPP)**
- **Extended Health Benefits come into effect after three months of employment in this position: Health and Dental Coverage, Life/Accidental Death and Dismemberment Insurance, Long-Term Disability Coverage and an Employee Assistance Program**

Key Responsibilities

Client Support and System Navigation

- Support clients, including those who present in crisis, and would like to be connected with health and social service supports.
- Aid clients in the application for, and navigating through, government services and documents. Assist in applying for Ontario Works, Ontario Disability Support Program, CPP etc.
- Advocate for complex clients and families
- Make internal and external referrals, connecting clients to organization and community resources.
- Accompany clients to medical appointments, group programs, provides support and transportation as required.
- Provide individual support, resources and referrals to clients.
- Work as part of a multidisciplinary team to identify and coordinate the services needed for the clients, guided by the social determinants of health.
- Facilitate application processes with community services.
- Participate in case conferences, as required.
- Document client interactions and progress using relevant systems.

Outreach

- Participate in outreach initiatives in the Kingston and surrounding areas for clients that are eligible for service as required.

Program Support and Partnership Building

- Maintain active collaboration with community partners such as public health, outreach teams, shelters, and other health, addictions and supportive housing providers
- Develop and maintain collaborative relationships with internal teams and community partners to support a seamless continuum of health and social services.
- Identify barriers within community systems and services and support efforts to reduce their impact on clients.
- Routinely collect, maintain, and report confidential client and program data in compliance with program requirements, funder expectations, and organizational policies. Ensure that all necessary reports are completed and submitted to the appropriate sources, within set deadlines.
- Participate in the planning of program evaluation initiatives.
- Promote awareness of and participation in Street Health Centre and HART Hub activities and programs.
- Participate in community meetings and collaborative partnership initiatives as a representative of Kingston Community Health Centres, and a voice for the populations we serve.
- Participate as a team member in all team functions; program planning, team meetings, case conferences, committees and staff meetings.

Organizational Responsibilities

- Comply with all relevant legislation and KCHC policies, including privacy laws
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- On occasion, perform other temporary duties as required

Basic Education and Experience Requirements

- College Diploma in Social Services, Health Promotion, or a related field, or an equivalent combination of education and experience.
- Minimum one to two years' experience working in a community setting and providing direct client support to marginalized individuals, with a focus on recovery, health promotion, and community engagement.

Knowledge, Skills and Abilities

- Develop a comprehensive understanding of services offered at HART Hub.
- Knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients

- Understanding of the Personal Health Information and Protection Act (PHIPA), Provincial Freedom of Information and Protection of Privacy Act (IPPA), Health Care Consent Act (HCCA), the Substitute Decisions Act (SDA), and Child and Family Services Act (CFSA)
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines
- Excellent interpersonal, organizational, presentation, and communication skills
- Demonstrated ability to work independently and as a team member within an evolving role in a multi-disciplinary environment
- Strong advocacy and negotiation skills
- Excellent knowledge of MS computer applications and other office related software
- Must be able to work in a variety of social and physical settings
- Demonstrated ability to attend work on a regular basis
- Strong organizational skills and above average attention to detail
- Ability to meet the physical demands of the position

Other Requirements

- Ability to work daytime, evening and/or weekend shifts
- Access to a vehicle, Valid Driver's Licence, Driver's Abstract and proof of vehicle liability insurance as this is a requirement under KCHC's insurance provider (HIROC)
- Current and satisfactory Criminal and Vulnerable Persons Check
- French, or other second language is an asset

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Kingston Community Health Centres, 263 Weller Ave. Kingston ON, K7K 2V4 www.KCHC.ca

Job Description

Title: Client Service Ambassador

Position Type: Part-Time, Contract up to 17.5 hours/week until March 20, 2027

Salary: \$22.00 - \$22.68/ Hour

Vacancy Status: New Vacancy

Location: Street Health Centre

Position Summary

This position focuses on pro-active engagement with clients, patients, and visitors to Kingston Community Health Centres. The Client Service Ambassador will aim to improve the overall client experience and to help prevent and/or reduce violent and aggressive behavior. This will be accomplished by using hands off strategies that are respectful, empathetic, and supportive, aimed at promoting a safer environment for clients, staff, and visitors to the centre. Engagement with the Client Service Ambassador will create opportunities to enhance the client experience by making connections with those in the building or on the property and, where possible, alleviating daily stressors and anxiety through respectful interpersonal interactions and service referrals.

Key Responsibilities

Client Experience & Engagement

- Provide a direct and visible presence throughout the facility, ensuring a welcoming and respectful environment.
- Proactively engage with clients, visitors, and staff to develop positive safety culture and build trusting relationships.
- Act as a navigator and connector to internal and external supports, ensuring clients are aware of and able to access appropriate services (e.g., warming/cooling centres, shelters, transportation, food resources).
- Maintains a hands-off approach in all client interactions, prioritizing verbal de-escalation and supportive engagement techniques.

Safety & De-escalation

- Continually monitor and actively patrol waiting areas, building spaces, assets, and external areas (e.g., parking lot),
- Conduct routine sweeps to ensure environment is safe and clear of hazards, including proper disposal of harm reduction supplies.
- Observe and report any concerning behaviours or health indicators immediately, notifying clinical staff, as needed.
- Use trauma-informed techniques to de-escalate potentially unstable situations, involving staff resources and/or emergency services, as required.
- Liaise with emergency responders, as needed.
- Initiate and participate in code response procedures.

Communication, Collaboration & Documentation

- Maintain close working relationships with all team members
- Consult with internal teams to develop and implement effective intervention and support strategies tailored to individual client needs.
- Attend and contribute to external meetings, as needed

- Participate in team meetings, contributing insights into behaviour management planning and safety strategies
- Document and report incidents clearly and promptly using established processes.

Organizational Responsibilities

- Comply with all relevant legislation and KCHC policies, including privacy laws
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- Demonstrated commitment to continuous learning and quality improvement
- On occasion, perform other temporary duties as required

Basic Education and Experience Requirements

- Valid First Aid & CPR - Level C Certificate
- Experience providing service and support to clients in the mental health and addictions domain

Knowledge, Skills and Abilities

- College Diploma in social services, health promotion, or a related field an asset.
- Strong interpersonal skills and ability to work well with clients, particularly those in high-risk groups.
- Sound problem solving, conflict resolution, and decision-making skills.
- Demonstrated understanding of harm reduction principles and trauma-informed approaches.
- Knowledge of local community resources and social supports.
- Nonviolent Crisis Intervention or de-escalation certificate an asset.
- Ability to treat all individuals with respect and interact in a tactful and supportive manner while maintaining professional boundaries.
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts, and take appropriate action.
- Ability to document observations and incidents accurately and in a timely manner.
- Ability to maintain confidentiality, professionalism, and a respectful demeanor at all times.
- Experience working with staff and service users who come from diverse racial, gender, ethnic, and cultural backgrounds and who may have lived experienced of homelessness, living in poverty, mental health, social isolation, and substance use.

Other Requirements

- Must be able to work in a variety of social and physical settings.
- Reliable attendance, ability to meet the physical demands of the position, including internal and external building sweeps, stairwell monitoring, and elevator checks.
- Current and satisfactory Criminal and Vulnerable Persons Check.
- Up to date immunizations.
- Must be eligible to work in Ontario.

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