



OUR VISION, MISSION & VALUES:

Women's Health Clinic (WHC) provides accessible, woman-centred services, creates strategic partnerships and advocates for system change. We work toward the vision of having equitable health and wellness services within and beyond WHC, delivered through a feminist lens. All our work is guided by our values – choice, inclusion, social justice, innovation and integrity.

WHC EXPECTATIONS:

Every employee is expected to contribute to the mission, vision and values of WHC, and the achievement of its strategic plan through collaboration and teamwork. Employees are expected to consistently attend work, function within WHC's principles of services, contribute to the quality of our services for clients and look for ways to improve our overall effectiveness and enhance client experience. Employees will respect each other, clients and members of the public and create an environment where clients have the information, knowledge and support they need to achieve their individual health and wellness goals.

WHC PROMISE:

WHC will provide employees with a respectful, healthy and safe work environment and compensate and recognize employees in a fair and meaningful way. We will provide employees with opportunities to participate in planning and decision-making and to communicate your concerns, ideas and suggestions. We will listen and be responsive. We will support employee growth and development through a culture of coaching, learning and encouragement.

Job Stream: B

Union Classification: Community Host

Position: Community Host

Position Reports to: Program Manager Health Services

POSITION SUMMARY:

The Community Host is the first point of contact for members of the community. They work to create a welcoming, visitor friendly, respectful and safe space for all and provide information and assistance when needed. The Community Host participates in the implementation of safety protocols, and work with other staff to manage urgent and emergent situations while building relationships of trust with clients, staff and the community.

Job Specific Day to Day Activities

- Greets clients and community members in a respectful and welcoming manner.
- Provides information and resources as needed.
- Assists with accessibility accommodations when required.
- Supports the de-escalation of disturbances within the building.
- Contacts community partners as needed to coordinator support for clients/community members.
- Adheres to Women's Health Clinic policies and procedures.
- Assists clients and community members with completion of forms and documents
- Assists with keeping reception area tidy
- Documents incidents, near misses and other matters in accordance with WHC policies

Position Specific / Initiatives

- N/A

Competencies

Client Service (delivers client-centered service)

- Understands clients and their needs
- Provides prompt, attentive service to address client needs
- Follows-up to evaluate client needs and requirements
- Problem solves independently and with others to help resolve issues
- Understands the connections between own work and other program areas, agencies and resources to serve client needs

Teamwork (works effectively with diverse individuals, groups and communities, and builds collaborative partnerships and relationships)

- Provides assistance, information or other support to others
- Understands diverse and cultural needs of others and adapts own behaviour to meet those needs
- Builds and maintains collaborative and respectful working relationships with others
- Works effectively in conflict situations to achieve a mutually beneficial result
- Participates in and builds opportunities for a positive work environment

Communication (effectively exchanges information and ideas to inform, educate, influence or advocate)

- Listens effectively to others to ensure understanding
- Follows and provides clear verbal and written information to individuals and/or groups
- Communicates honestly, respectfully and constructively
- Ensures confidential information is maintained; identifies all risks to management
- Follows up to ensure others understand information

Planning and Organizing (effectively plans, prioritizes, coordinates and implements required actions and resources to maximize outcomes)

- Organizes, prioritizes and plans own tasks to complete work efficiently and effectively
- Coordinates information/resources from others
- Maintains organized records and documentation
- Identifies and informs team leader or director of work delays in a timely manner

Analysis, Problem Solving and Evaluation (effectively analyzes, assesses and applies information to facilitate appropriate solutions and effective decisions)

- Accurately assesses relevant information to determine appropriate actions
- Identifies and anticipates potential problems within their own work and within the program
- Identifies and raises concerns and issues in a timely manner
- Makes recommendations for how to address problems identified
- Evaluates own actions or solutions

Leadership (demonstrates skills and expertise to contribute to business results effectively and with integrity)

- Utilizes skill and knowledge to complete work efficiently
- Ensures accuracy and high standards for work results
- Shows accountability in work and follows through on all goals and commitments
- Demonstrates and shares their ideas and expertise with others

- Identifies opportunities to continuously improve work activities and client service
- Adapts well to change and encourages others to embrace new ideas
- Is open to feedback for development
- Takes opportunities to develop own skill sets

Technical/Position Specific Competencies

(the application of competencies specific to professional certification/association standards and guidelines)

N/A

Risk Management:

- Adheres to WHC Occurrence Reporting Policy and Procedures.

Education/Experience:

- Completion of high school or equivalent program of studies
- Minimum of two (2) years of related work experience in a community setting
- Understanding of/experience working with marginalizes communities
- Demonstrated ability to work effectively with a diverse community and client group in a culturally safe way
- Comfortable in monitoring and responding to situations of urgency and disturbance
- Proven relationship building skills
- Critical thinking, decision making, problem solving & conflict resolution skills
- Demonstrated Harm Reduction approach
- Knowledge of the downtown community and resources available an asset
- Current standard First Aid an asset