

Edmonton COVID-19 Rapid Response Collaborative



Position Title: Community Outreach Worker

Position Type & Employment Terms:

This is a temporary-contract position starting on September 13th, 2021, ending December 31st, 2021. For the duration of this position hours are full-time, at 37.5 per week, at a salary of \$27/hour with comprehensive health benefits after 3 months' probation.

Duration: September 13, 2021 – December 31, 2021

Application Instructions:

Please submit a combined resume and cover letter in a pdf format to Mikhael Toms, ECRC Project Manager, via e-mail mikhael@ecrrc.ca.

- Email Subject Line: "Community Outreach Worker Position – First-name Last-name"

Application Deadline: 08-Sep-2021 at 5:00 PM

Background:

The **Edmonton Covid-19 Rapid Response Collaborative (ECRRC)** is a group of 12 Edmonton social service agencies working with a diverse range of communities throughout the city have come together to build a collaborative framework plan to collectively respond to COVID positive cases, or cases where individuals need to isolate due to exposure to Covid-19, here in Edmonton. The overall goal of the Collaborative is to contribute to flattening the curve and increase well-being by providing dignified, culturally safe, timely, and relevant support and information to people from disproportionately impacted communities.

Project Objectives:

- Responsive, seamless linguistically & culturally relevant supports & information to those who test positive for COVID-19 in the Edmonton Area.
- Coordinate agencies with existing capacity to provide city-wide response.
- Wrap-around supports to ensure long term health and security.
- Resonant messaging & community engagement.

Position Summary:

The Community Outreach Workers will engage, through the Call Centre, with individuals and families affected and/or in quarantine due to COVID. The worker's role is to identify needs and ensure that clients are provided proper and culturally relevant support and resources. Furthermore, the worker will be required to Outreach to Community stakeholders in the Edmonton area to ensure that information on the Collaborative is shared and that communities are engaged in the work that the ECRRC is doing.

Position Description: **Community Outreach Worker**

Responsibilities:

- Receive incoming phone calls from community members who are looking for support and guidance with matters related with COVID19.
- Follow the Collaborative Response guidelines to provide a trauma informed and dignified assessment and referral to emergency services and mid-term supports.
- Call to provide follow-up with people who have connected to our Call Centre using approved guidelines and interview form.
- Provide approved information and guidance on self-isolation / quarantine procedures and what to do if symptoms develop.
- Provide information for healthcare, and other supportive services, as needed, per Alberta Health Services protocols.
- Build rapport with confirmed positive cases and close contacts by hearing their story and documenting their needs. The position will employ dynamic interpersonal skills, cultural competency/sensitivity, tactful language, and empathetic interviewing.
- Ensure that the community members affected/confirmed COVID 19 positive are referred to the appropriate resources and obtain the support they need.
- Document, encode, organize, and submit data efficiently and timely.
- Exercise and ensure privacy and confidentiality of data collected.
- Regularly monitor progress of activities and participate in monitoring and briefing meetings.
- Learn about, liaise, and collaborate with partners of the collaborative throughout Edmonton to ensure the needs of community members is met by the appropriate agencies.
- Compile lists of community contacts and businesses in communities or neighbourhoods adversely affected by Covid.
- Engage with identified community contacts and businesses, using developed scripts and messaging to ensure that knowledge on how individuals can contact the ECRRC Call Centre, and the supports available, are shared.
- Disseminate culturally and linguistically appropriate information to prevent the spread of COVID.
- Practice safety protocols at all time, attend trainings, and meetings as required.
- Work collaboratively with an assigned partner agency and support their response efforts; and
- Collaborate and engage with fellow Workers to strengthen skills and practise.

Position Description: **Community Outreach Worker**

Qualifications:

- Bilingual or able to communicate in English and another language (Note: preference will be given to individuals who may speak one of the following languages:
 - French
 - Mandarin
- 3+ years of experience in community outreach within cultural communities
- Excellent networking skills; comfortable with making cold calls
- Good communications skills (verbal, written)
- Familiar and knowledgeable with working with different ethnocultural communities
- Strong relationship and rapport building, respectful and approachable
- Resourceful and organized
- Highly adaptable to changes and in using new online platforms and templates
- Experience in collecting data
- Trustworthy, reliable, and strong understanding of FOIP Act (Freedom of Information and Protection of Privacy Act)
- Experience using the Microsoft Teams platform is an asset.

Additional Details:

- This position currently requires the ability to work from home. Training, support, and supervision will be provided.