



**PARKDALE
QUEEN WEST**
Community
Health Centre

PARKDALE QUEEN WEST COMMUNITY HEALTH CENTRE – Queen West Site

is seeking a

Health Coach (Temporary Full Time) – 1.0 FTE

Parkdale Queen West CHC is a non-profit registered charity, community-based health organization committed to improving the health of community members, particularly those at risk for poverty and discrimination. Our multi-disciplinary approach includes the provision of primary health/dental care, counselling, harm reduction, community development, advocacy, and innovative partnerships with other organizations. Parkdale Queen West is a leader in the development of inner-city health services focusing on the needs of homeless and street involved adults and youth, families, children and individuals living in the catchment area. Parkdale Queen West is a pro-choice and LGBTTQ and 2-Spirit -positive organization committed to employment equity and anti-discrimination. Our facilities are fully accessible.

The aim of the Referral from the Emergency Department (RED) program, launched in 2014 as part of the Mid-West Toronto Health Link strategy, is to establish a pathway to connect and schedule a vulnerable patient's first primary care appointment with appropriate CHC or FHT. The overarching goal is to foster stronger long-term team-based care and reduce ED visits.

Health Coach

The Health Coach functions interdependently with members of the Emergency Department at MSH and TWH, and local primary and community care organizations within a health promotion framework. Within their clinical scope of practice, the selected candidate will work with hospital social workers and ED staff to initiate, provide and support health care services to immigrants, refugees and racialized communities (including individuals with no health insurance) who face multiple and complex health issues and may not have regular, ongoing access to primary care.

The selected candidate will play a critical role supporting a pilot project to divert clients with low-acuity health issues from the ED to primary care for assessment, treatment and attachment. The selected candidate will:

- Socialize and market primary care service: provide sufficient information regarding breadth of primary care service, language and cultural appropriateness.
- Provide support for social workers: aiding busy ED social workers to access bridging information for hard to reach patients whose primary mode of support may be the community support sector.
- Align with and leverage the urgent after-hours access project at Parkdale Queen West CHC with streamlined criteria for referral, including criteria and processes for clients without health insurance and those who may be loosely attached to a primary care provider but cannot access that provider during regular business hours; track the outcomes of clients referred to PQWCHC under this program.

This project will run until March 31, 2019. The Health Coach will concentrate on patient-centered provision of information, bridging with the community support sector, and curating of the appropriate service and accompaniment. The Health Coach will also oversee the project management work.

Responsibilities:

- Carry out assessments and coordinate care for medically and socially complex clients within your scope of clinical practice
- Facilitate connections with external agencies and community resources to increase clients' understanding or resources available to them to help manage their health
- Share learnings to improve practice & policy in the broader system and to expand direct service to people who face inadequate housing, unemployment, mental health and substance use challenges, food insecurity and challenges with the legal system
- Identify strategies and promising practices that can be modeled or systematized for future clients with similar needs
- Provide project management oversight

SKILLS AND QUALIFICATIONS:

Required:

- This role is open to RN, OT, PT
- Current (or eligible for) registration with the College of Occupational Therapists of Ontario OR the College of Nurses of Ontario OR College of Physiotherapists of Ontario

Skills:

- Excellent assessment skills
- Excellent communication skills, both written and verbal
- Excellent problem-solving, organizational and time management skills
- Self-directed
- Computer literate, with proficiency with Microsoft Office Suite including Excel
- Strong research skills for coordination of community resources

Knowledge and Understanding:

- Thorough knowledge of broad determinants of health and issues affecting low income, multilingual and racialized and LGBTQ communities
- Thorough understanding of health promotion and community development principles
- Sound knowledge of the local, provincial and federal health care system and health insurance programs including OHIP and IFH
- Ability to work collaboratively and interdependently

Demonstrated Experience:

- Experience in a fast paced, ever-changing environment
- Experience working with the uninsured, working poor and/or racialized communities

Desirable:

- Experience working in primary care
- Training in project management
- Experience working in mental health and / or addictions
- Health Coach or Systems Navigation training

Salary Range: \$60, 547 - \$71, 925 + benefits and HOOPP

Please forward your cover letter and resume by Wednesday January 16th 2019 to:

Hiring Committee

E-Mail: [hiring@ctchc.com](mailto: hiring@ctchc.com)

Subject Line: PQWCHC Job # RED 01

Parkdale Queen West Community Health Centres

168 Bathurst Street, Toronto ON M5V 2R4

We regret that only those to be interviewed will be contacted.