



JOB POSTING #2019-485

COMMUNITY HOST PART TIME TERM POSITION .15 E.F.T. – 6 HOURS PER WEEK

DURATION OF TERM: Date of Hire – Three Months (May Be Extended)

HOURS OF WORK: Saturday 10:00 A.M. – 4:00 P.M.

STARTING SALARY RANGE: \$20.176 - \$22.048 per hour

Please note that when Klinik is closed on long weekends these hours will not be reassigned

PLEASE SUBMIT RESUME BY WEDNESDAY, MARCH 27, 2019 TO:

Amanda Harris, Manager of Health Services, Klinik Community Health

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Position Summary:

The Community Host works to create a welcoming, respectful and safe environment at Klinik Community Health. The Community Host will greet and welcome all visitors and community members to Klinik Community Health, providing information and referral, both internally and externally. This position will help to coordinate safety and security policies, procedures and programs as well as assist and support people accessing services at Klinik (including community access services such as bathrooms, computer and telephone use).

QUALIFICATIONS:

- Minimum of grade 12 or equivalent
- Special education/training in community related issues
- Comprehensive knowledge of the community
- Equivalent combination of education and experience may be considered
- Current standard First Aid required
- Minimum two (2) years related work experience
- Demonstrated ability to problem solve
- Ability to read, write, speak and understand English
- Exemplary oral communication skills
- Ability to use a client centered, strength-based approach when working with community and clients
- Demonstrated customer services and interpersonal skills and a respectful, courteous nature
- Ability to work independently and amongst different departments within Klinik

- Demonstrated ability to take and follow through on instructions and follow policies, procedures and direction(s)
- Experience documenting and timely completion of incident reports
- Must be physically capable of performing duties as assigned in all weather conditions
- Successful completion of Criminal Records and Adult and Child Abuse Registry Check are required
- Strong sense of confidentiality and non-judgmental attitude
- Highly developed sense of networking and establishing connections and trust in the community
- Excellent organizational skills
- Demonstrated ability to multitask
- Ability to navigate computer systems, including word processing, email applications and web-based reporting systems
- Level 'C' CPR (AED certificate included), an asset
- Non-Violent Crisis Intervention Certificate, an asset
- Conflict Resolution Certificate, an asset
- Previous experience working with an in marginalized communities, an asset
- Fluency in languages other than English, an asset
- Knowledge of community resources, an asset

RESPONSIBILITIES:

A) Client/ Staff/ Volunteer Support:

- Greet those entering Klinik in a welcoming manner and directs them to the appropriate area
- Assists clients with accessibility needs to enter and exit the building if/when needed.
- Monitor use of washroom, computer, telephone and engaging accordingly when inappropriate use is observed (upwards and including requesting the individual leave the premises)
- Assists with promoting new/other services or initiatives to those entering Klinik
- Act as a safe and friendly presence in the reception area
- Demonstrate awareness of other services and resources in the community and refer clients/visitor to as needed including offering directions
- Demonstrate discretion and tact when dealing with highly confidential material and matters
- Monitor client/visitor use at the community computers and assist with difficult tasks as requested. If inappropriate use is observed, request that the user stop immediately.
- Support people with access to and use of computers (i.e. access to word, email, social media sites etc.)
- Provide information and referral about Klinik services to both clients and visitors to Klinik.
- Promotes Klinik and its' services through positive representation and communication.
- Check in retuning clients on Accuro

B) Safety and Security:

- De-escalate volatile situations if and when they occur, equally prioritizing staff and client safety
- Perform interior check of the building corridors and bathrooms regularly – first floor and basement (minimally, every two hours)
- Perform two visual sweeps per shift of the Klinik exterior at the start and end of shift notify Manager/Supervisor of anything
- Effectively utilize safety and security response tools when necessary

- Takes a lead in responding to codes in a swift and timely manner
- In the event of a code/ incident, assess the situation and provide intervention as per Klinik's policy/procedure
- Record all incidents in RL6
- Report writing and note taking are required
- Communicates potential risk management issues
- Participate in the development and management of organizational safety and security policies, procedures and programs including, but not limited to: building access and other safety/ security related activities.

C) Community Care and Responsibility:

- Ability to be resourceful.
- Ability to de-escalate volatile situations if and when they occur

Other

- Regular communication with Supervisor including regular check-in meetings
- The efficient, effective, accurate and timely performance of the responsibilities listed above
- Identification and collection of performance and quality improvement data, and initiate corrective action including consulting with management for follow-up as needed
- Participate in training courses and in services offered elsewhere and by Klinik in order to maintain and improve quality of service
- Attend staff meetings as required
- Active participation in relevant meetings, committees and assigned projects
- Participate in program planning, evaluation and quality monitoring including completing daily statistics
- Participate in formal self-evaluations by identifying strengths and limitations
- Seek appropriate supervision/consultation of own actions
- Adhere to all agency policies, procedures, protocols and promotes best practice
- Regular communication with Supervisor including regular check-in meetings
- Maintain productivity standards and practices, effective time management and prioritization of work
- Perform other duties and functions related to their job description not exceeding above stated capacities
- Represents Klinik professionally and competently including exercising due diligence in all duties and operations