

## CITY OF HAMILTON

### **HEALTHY & SAFE COMMUNITIES DEPARTMENT** **(HEALTHY FAMILIES DIVISION — LOCATION – 100 MAIN ST. W., 5<sup>th</sup> FLOOR)**

### **PUBLIC HEALTH SERVICES - INDIGENOUS ENGAGEMENT COORDINATOR**

#### **SUMMARY OF DUTIES**

Reporting to the Manager, School Program, the Public Health Services (PHS) Indigenous Engagement Coordinator will provide expertise in the development, implementation, and support of community engagement initiatives with the Urban Indigenous Community and the Treaty Nations, as well as internal engagement with PHS staff. This position will promote innovative community engagement and support initiatives related to the PHS Indigenous Health Strategy. The PHS Indigenous Health Strategy provides recommendations for PHS to improve the health and well-being of the Indigenous community. This position will lead in community outreach and internal/external collaboration efforts aligned with the Strategy. This position will collaborate with the City of Hamilton's Indigenous Relations Team where there is alignment between the PHS Indigenous Health Strategy and the Urban Indigenous Strategy.

Key responsibilities include promoting an awareness and understanding of Indigenous cultural protocols and sensitivities amongst/within PHS staff; effectively network to develop, build and maintain successful relationships within the Indigenous community and treaty territories, facilitate, coordinate, and implement community and internal staff engagement for the PHS Indigenous Health Strategy initiatives, in alignment with the Ontario Public Health Standards. The Coordinator will have a good understanding of the history, protocols, culture and demographics of the urban Indigenous community and treaty territories to support community and staff engagement activities. This position is involved with service delivery program reviews which have potential impact on programming that may affect positions/employees within the organization.

A high level of personal integrity, motivation and excellent communication skills are required. Indigenous cultural competency and safety are required to carry out the duties successfully and respectfully.

#### **GENERAL DUTIES**

Establishes, maintains, and supports, working relationships with diverse local Indigenous community groups, organizations, orders of government, and individuals to develop and enhance relationships between the City, PHS and the Indigenous community.

As part of a PHS team, supports PHS Staff in establishing and maintaining working relationships with Indigenous organizations and groups within the City and region.

Communicates and collaborates with the urban Indigenous community and the Treaty Nations to advance the recommendations of the PHS Indigenous Health Strategy.

Maintains knowledge and researches emerging trends relating to Indigenous peoples, reconciliation and current affairs including social media.

Opens a dialogue and exchange of views and ideas with the Indigenous community in an effort to identify issues and priorities with respect to PHS Indigenous Public Health Strategy initiatives and services and its relationship with the Indigenous community.

As a member of the PHS team, provides and promotes an awareness and understanding of cultural protocols and information about the needs and priorities of the Indigenous community.

Promotes awareness of PHS services and programs within the Indigenous community.

Supports and advises PHS and where, applicable, works with other City departments as service delivery programs are reviewed, altered, and established; seeks opportunities for innovative service initiatives that meet the needs of the Indigenous community.

Prepares oral and written presentations to management and Indigenous community groups and committees. Reports regularly on the status of projects, milestone achievement, fiscal status, change and risk management.

Supports the PHS Indigenous Health Strategy Specialist to develop public engagement communications materials for web and print including flyers, factsheets and signage, consistent with organizational communication standards. Liaises with web staff to make updates to ensure information on the site is relevant and accurate.

Supports the PHS Indigenous Health Strategy Specialist and Corporate Communications on communications activities. Assists with drafting internal and external newsletter articles; monitors Strategy progress, prepares progress reports, and maintains records.

Builds, fosters and maintains interdepartmental and community partnerships that engage the Indigenous community.

Supports development and delivery of internal presentations/workshops including the preparation of materials such as backgrounders, PHS staff training and agendas.

Follows Indigenous protocols for inviting and working with Elders and knowledge keepers.

Provides support to the PHS Indigenous Health Strategy Specialist to plan, facilitate, coordinate, promote and attend events supporting the PHS Indigenous Health Strategy. Identifies and produces content for historical, past, present and future storytelling purposes.

Creates feedback surveys for events and engagement activities. Reviews feedback and follows through on recommended changes to maintain high quality sessions.

Maintains partner and community distribution lists.

Responsible for tracking program budget and expenses for area of responsibility.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

## **QUALIFICATIONS**

1. Degree in a health, social science or humanities field with related coursework and a minimum of three years' experience working with government and/or community organizations in roles that support community development processes, capacity building, collaborations, partnerships, and organizational change; or post-secondary education in Indigenous or Native Studies, Social Sciences or an equivalent combination of education and relevant work experience.
2. Previous demonstrated experience working with Indigenous peoples and communities, especially relating to services and programs for off-reserve or urban Indigenous peoples.
3. Demonstrated experience in community outreach normally acquired through a combination of education and progressive relevant work experience in government, non-profit, private or community service agencies.

4. Familiarity with the diversity of Indigenous peoples including events, service agencies, community networks and strategies. Lived experience and knowledge of Indigenous cultures, etiquette, protocols, languages. Knowledge of key programs and issues of importance to the Indigenous community in Hamilton.
5. Demonstrated knowledge of cultural competency or safety.
6. Facilitation training an asset.
7. Experience in developing constructive working relationships with people from diverse cultural backgrounds, including those associated with race, ethnicity, national origin, religion, socioeconomic status, age, gender, disability, sexual orientation, and/or other aspects of human diversity.
8. Ability to work within a fast-paced environment and deal effectively with all levels of management and staff performing multiple tasks.
9. Thorough knowledge and understanding of the Truth & Reconciliation Calls to Action., the Hamilton PHS Indigenous Health Strategy, and the Ontario Public Health Standards.
10. Working knowledge of federal, provincial and local initiatives relating to Truth and Reconciliation with Indigenous Peoples, including Hamilton's Urban Indigenous Strategy.
11. Demonstrated problem-solving capacity related to the complexities of working with multiple stakeholders and the ability to relate well to a culturally diverse population.
12. Previous experience working independently and efficiently to organize and co-ordinate workshops, conferences and committees. Strong organizational and time management skills including the ability to work with tight deadlines and competing priorities.
13. Highly effective communication and interpersonal skills. Must have a pleasant manner, take initiative and have the ability to carry out instruction without detailed direction.
14. Competence with the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word. Familiarity with Visio, Microsoft Project, web-based and statistical software and applications an asset. Progressive work experience / knowledge with technology and databases.
15. Must be able to work evenings and weekends.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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