

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT
(PUBLIC HEALTH SERVICES –COMMUNICABLE DISEASE CONTROL DIVISION – VACCINES SECTION –
LOCATION – ROBERT THOMSON BUILDING)

VACCINE AMBASSADOR – NEWCOMER– CUPE 5167

SUMMARY OF DUTIES

Reporting to a Supervisor, the Vaccine Ambassador - Newcomer supports Public Health Services' (PHS) by working with newcomer populations in Hamilton to build trust and confidence in routine childhood and school-based immunizations. The Ambassador will be responsible for proactive community engagement with newcomer populations and key stakeholders to promote vaccines and address vaccine hesitancy. May be required to work on-site at vaccine clinics to assist with clinic navigation and cultural interpretation for newcomer populations and other administrative clinical duties.

GENERAL DUTIES

Work within an antiracism, anti-oppression, culturally safe and culturally competent approach.

Build trust and actively engage with newcomer populations who may be racialized, vulnerable, socially isolated, living on low income or face barriers to vaccination.

Build and maintain positive working relationships with various community partners/leaders.

Engage in health promotion planning and activities for newcomer populations, such as supporting the development and implementation of health promotion strategies.

Conduct client outreach and engagement to identify potential clients, including outreach in community hubs for newcomer populations.

Maintain knowledge and understanding of current trends related to newcomer populations, and an understanding of cultural safety and cultural competency for racialized populations.

Attend community network meetings and foster collaborative relationships with community partners to advance the PHS Community Vaccination and School Clinics Program.

Provide information about publicly funded routine childhood and school-based vaccines and other vaccines to support individuals to make an informed choice.

Receive and respond to inquiries from the community partners and newcomer populations regarding vaccines.

Assist newcomer populations to access vaccines and report vaccinations as needed. Including, but not limited to, addressing barriers to access through advocacy, arranging clinical and supportive services to meet newcomer population needs, and addressing other barriers when identified.

Link to relevant resources to assess potential additional health and social needs of clients and link them with appropriate community resources.

Assist in program measurement and evaluation; maintain appropriate files, records, and statistics.

Engage with individuals on the day of the clinic to provide cultural interpretation and promotion of the clinic. The

Vaccine Ambassador will address barriers to vaccination in a culturally sensitive manner and perform a supportive role for individuals in encouraging attendance at the vaccine clinic.

Greet clients, outlining basic clinic flow and then directing clients to appropriate person or location.

Maintain records as required and performs clerical work as assigned related to vaccinations.

Maintain confidentiality of the computerized databases related to the public's personal information in accordance with established records retention protocols.

Compile and update statistics as required.

Maintain office filing system such as confidential files, records, correspondence, and reports.

Work 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.

Perform other duties as assigned which are related to the responsibilities of the job.

QUALIFICATIONS

1. Previous experience working in community engagement and outreach – with newcomer populations who are racialized, or low-income – in a community-based social service or health care organization.
2. Knowledge and understanding of the experience of newcomers which may be gained through personal lived experience.
3. Demonstrated knowledge, experience, and ability to initiate connections and actively engage with newcomer communities living on low incomes who may be vulnerable, marginalized, or socially isolated.
4. Demonstrated ability to interact professionally with health care staff, vulnerable populations, and a diverse public. Experience within a health care setting would be an asset.
5. Strong understanding of cultural safety and cultural competency; strong understanding of the social determinants of health for newcomer communities.
6. Must possess initiative and good judgement. Ability to provide guidance and take leadership role when necessary. Able to problem-solve to address the needs of clients.
7. Excellent communication and interpersonal skills, both oral and written. Fluency in a second language, such as, but not limited to, Arabic, Spanish, Serbo-Croatian, Punjabi, and Mandarin, is preferred.
8. Knowledge of community partners, programs and other resources that may be of assistance to clients.
9. Excellent time management, organizational skills and record keeping.
10. Demonstrated intermediate working knowledge of Microsoft Office (Microsoft Outlook, Word, and Excel).
11. Ability and willingness to learn and work with job specific databases.
12. Experience with data collection, program measurement and evaluation tools.
13. Excellent keyboarding and data entry skills, numeric sense, organizational skills, and time management.

- 14. Provide a cleared Police Vulnerable Sector Check (VSC).
- 15. Must have access to timely and cost-effective transportation to meet program delivery needs.

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