

## CITY OF HAMILTON

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

**VACCINE AMBASSADOR – INDIGENOUS – CUPE 5167**

**SUMMARY OF DUTIES**

Reporting to a Supervisor, the Vaccine Ambassador – Indigenous supports Public Health Services' (PHS) by working with Indigenous 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 Indigenous populations and key partners 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 Indigenous individuals and other administrative clinical duties.

**GENERAL DUTIES**

Work within an anti-racism, anti-oppression, and Indigenous culturally safe approach.

Build trust and actively engage with Indigenous community.

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

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

Conduct Indigenous client outreach and engagement to identify potential clients.

Maintain knowledge and understanding of current trends related to Indigenous Peoples, and an understanding of Indigenous cultural safety and trauma informed care.

Attend community network meetings and foster collaborative relationships with Indigenous community partners to support 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 community partners and Indigenous individuals regarding vaccines.

Assist Indigenous individuals to access vaccines and report vaccinations as needed. Including, but not limited to, addressing barriers to access through sharing knowledge, arranging clinical and supportive services to meet Indigenous community needs, and addressing other barriers when identified.

Use a client centred approach to link Indigenous individuals to relevant health and social resources, as appropriate.

Engage with individuals, when supporting clinics, to provide cultural interpretation and promotion of clinics.

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

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

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 in Indigenous communities – in social service or health care organizations.
2. In-depth knowledge and understanding of Indigenous culture and history which may be gained through lived experience.
3. Previous experience with building collaborative relationships with Indigenous organizations.
4. Demonstrated knowledge, experience, and ability to initiate connections and actively engage with Indigenous communities.
5. Demonstrated ability to interact professionally with health care staff and Indigenous communities. Experience within a health care setting would be an asset.
6. Strong understanding and experience in providing a culturally safe space for Indigenous Peoples. Strong understanding of the social determinants of health for Indigenous communities.
7. Must demonstrate skills in taking initiative and practicing good judgement and ability to problem solve and take a leadership role when necessary.
8. Excellent communication and interpersonal skills, both oral and written. Fluency in an Indigenous language is an asset.
9. Knowledge of Indigenous community partners, programs, and other resources.
10. Excellent time management, organizational and record keeping skills.
11. Demonstrated intermediate working knowledge of Microsoft Office (Microsoft Outlook, Word, and Excel).
12. Willingness to learn and work with job specific databases.
13. Experience with data collection, program measurement and evaluation tools.
14. Excellent keyboarding and data entry skills.
15. Provide a cleared Police Vulnerable Person Criminal Record check (PVSC).
16. 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**

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