



BOYLE McCAULEY HEALTH CENTRE  
10628 96 ST NW  
EDMONTON AB T5G 2K8  
780 422 7333

Job Title:	Outreach Worker
Reports to:	Clinic Manager/Clinical Team Lead
Position Type:	Full-time, permanent
Hours:	Varied (typically Monday-Friday, occasional weekends)

### ***About Boyle McCauley Health Centre***

Boyle McCauley Health Centre provides interdisciplinary, team based, integrated, comprehensive, and person-centered primary health care for vulnerable Edmontonians with complex needs. Through primary care and health promotion, The Boyle McCauley Health Centre improves the quality of life and well-being of populations and individuals who face multiple barriers to accessing health services. The BMHC achieves this by providing the highest standard of evidence-informed and client focused inter-professional care. We collaborate with our clients to address the broad determinants of health.

### **Job Description**

BMHC Outreach workers provide support to individuals who experience socio-economic marginalization (typically involving homelessness or unstable housing, lack of transportation, literacy, and access to telephones or internet) and who have cognitive/psychiatric/serious health issues that make it difficult for them to follow-up with healthcare teams, social services, and other essential services. These issues are typically barriers for clients to access conventional home care supports, and deter clients from being able to access necessary programs and supports.

Outreach Workers work as part of a multidisciplinary team of nurses, nurse practitioners, physicians, health navigators, and medical office assistants to provide comprehensive, holistic care to complex clients. Ensuring that clients are able to make it to vital appointments and essential services, the outreach team offers a unique and person-centred approach to care that actively works to eliminate barriers for clients to achieve their healthcare goals. Beyond the act of transporting clients to essential services, Outreach Workers build rapport and supportive relationships with clients who have been marginalized by all aspects of healthcare, and often of society.

### ***Key Responsibilities***

- Transportation and Support
  - o Transport and escort clients to medical appointments and essential services

- Through building positive relationships with clients, provide support for clients throughout their journey through healthcare and social systems
- Through an understanding of the healthcare system, chaperone and provide accompany for clients both within BMHC clinics, but also other service providers
- Connecting and locating clients
  - Build meaningful relationships with clients within their own spaces; this may be at clients' homes, but may also be within Edmonton's shelter systems and neighborhoods
  - Gain an understanding and relationships with inner city partners and agencies; work collaboratively with other service providers to provide support for clients
- Integrated Team Care
  - Work as part of a healthcare team
  - Be proficient with operating clinic electronic medical record (MedAccess); chart, communicate, and interface with the team via this system
  - When required, work within the team at BMHC sites – be able to fill in various roles to provide ongoing care to clients
- Assist clients with basic needs and supports
  - When appropriate, and at the direction of the health care team, assist the client with basic needs (e.g. food shopping, accompaniment to essential services, and others)

### **Qualifications**

- Relevant experience in healthcare, social service, homeless serving sector, or mental health and addictions an asset
- Post-secondary experience in relevant healthcare or social service discipline an asset
- Driver's license in good standing, and the willingness to transport clients

### **Skills and Competencies**

- Able to balance numerous demands and conflicting priorities, strong problem-solving skills
- Be able to work both co-operatively within a multidisciplinary team, and also independently in a self-directed and accountable manner
- Ability to demonstrate patience and understanding for those with addictions and behavioral disorders
- Strong computer proficiency (with Office suite, and EMR)
- Excellent written and verbal communication skills
- Has a good understanding of trauma-informed care, and must be able to operate within a harm reduction model of care

*Salary: a competitive compensation package commensurate to experience will be provided*

*Vehicle: must be able to either operate a company vehicle, and/or possess a reliable vehicle for work-use purposes (mileage compensated)*

Please submit resume with cover letter to:

[careers@bmhc.net](mailto:careers@bmhc.net)