

Central Community Health Centre

(Serving: St. Thomas, Central Elgin, Township of Southwold)

Navigation and Outreach Worker

Hours of Work: 37.5 hours, flexible to include evening and/or weekend hours

Position Type: Full-Time Contract (September 2025 to March 31, 2027)

Employer: Central Community Health Centre (CCHC)

Reports To: CEO or designate, CCHC and Project & Implementation Manager, Elgin OHT

Location: Based in St. Thomas with travel throughout Elgin County Occasional evening or weekend commitments for public education or engagement events

Salary: \$30.51/hr or \$59,492.19 annually

About the Role

The Central Community Health Centre (CCHC), a member of the Elgin Ontario Health Team (Elgin OHT), is hiring a Navigation and Outreach Worker to support implementation of the Elgin OHT's Mental Health, Substance Use, and Addictions workstream. CCHC has taken a leadership role in advancing this workstream, particularly around trauma-informed care, navigation supports, and health equity for individuals disproportionately impacted by substance use, homelessness, and other social determinants of health.

1.0 — Summary of Position

- 1.1 Play a central role in supporting individuals who are experiencing challenges related to substance use, mental health, homelessness and/or housing concerns, and related barriers
- 1.2 Build system capacity for trauma-informed and culturally safe care
- 1.3 Provide trauma-informed, low-barrier outreach, with a particular focus on supporting individuals who are underserved by traditional services
- 1.4 Connect individuals to appropriate services based on their needs, readiness and preferences
- 1.5 Collaborate closely with partner organizations across the region.
- 1.6 Provide an onsite presence at The INN Out of the Cold, the emergency shelter in St Thomas, mobile outreach across rural Elgin
- 1.7 Participate in system-level knowledge sharing and navigation coordination.

2.0 — Primary Responsibilities

- 2.1 Maintain a regular presence at The INN and conduct mobile outreach to rural and under-served areas in Elgin County, including unsheltered sites or informal gathering places.

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- 2.2** Build trusting relationships with individuals affected by substance use, mental health challenges, and homelessness Coordinate with people with lived and living experience, service providers, community groups, evaluators, and funders
- 2.3** Assess individual needs and connect people to appropriate health, social, and peer support services using a trauma-informed, harm reduction, and person-centred approach.
- 2.4** Collaborate with community partners to build upon existing health and social care connections to strengthen pathways, facilitate wraparound care, and address barriers to care
- 2.5** Support increased awareness of existing services for mental health, substance use health, and addictions services, including uptake of a new online navigation tool, among community members and service providers
- 2.6** Apply culturally safe, inclusive practices in all interactions, with particular attention to Indigenous, 2SLGBTQIA+, and other equity-deserving populations.
- 2.7** Support peer engagement and lived experience inclusion wherever possible.

3.0 — Accountability

- 3.1** Reports jointly to the CCHC CEO or their designate and Elgin OHT Project & Implementation Manager.

4.0 — Qualifications

- 4.1** Diploma or degree in social work, community mental health, addictions, peer support, nursing, or a related human services field (and in good standing with the appropriate regulatory college where applicable)
- 4.2** 3+ years experience working with people experiencing or at risk of homelessness, mental health concerns, and/or people using substances
- 4.3** Appreciation of the impact of social determinants of health and health equity
- 4.4** Training in harm reduction approach with demonstrated ability to engage individuals using trauma-informed, harm reduction, and equity-based approaches
- 4.5** Training and/or certification in trauma-informed care, intimate partner violence, and/or trafficking preferred
- 4.6** Experience working with people with lived and/or living experience in peer support roles an asset
- 4.7** Lived experience related to mental health, substance use, homelessness, or other relevant systems is considered an asset
- 4.8** Training in de-escalation an asset
- 4.9** Knowledge of the local mental health, addiction, and social service landscape an asset

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Requirements:

- 4.10 Ability to participate in Zoom and/or MS Teams meetings
- 4.11 Valid driver's license and access to a reliable vehicle for outreach activities
- 4.12 Passion for working with diverse populations, including people experiencing or at risk of homelessness and people using substances
- 4.13 Proven track record of ability to impact and influence
- 4.14 Comfortable working as part of a team in outreach for community settings, such as unsheltered locations
- 4.15 Completion of Mental Health First Aid and CPR/First Aid Level 2 training
- 4.16 Vulnerable sector check

5.0 — Upholding Standards

Organizational Beliefs, Values and the Health Promotion Model

- 5.1 Knowledgeable about the organization's Vision, Mission, principles and organizational philosophy, and incorporates these beliefs into everyday work
- 5.2 Works in a manner that incorporates health promotion and recognizes the determinants of health
- 5.3 Understands and respects the process by which the community is involved in decision making
- 5.4 Engages volunteers, participants and/or clients in leadership and/or capacity development opportunities wherever possible
- 5.5 Works to reduce barriers to access (e.g. transportation, childcare, hours of service, etc.)
- 5.6 Ensures that use of personal information acquired in the line of duty complies with CCHC's privacy policies

Organizational Excellence

- 5.7 Provides a welcoming and supportive environment for participants and individuals served
- 5.8 Acts with professionalism and courtesy toward participants and individuals served by the CCHC, the general public and other staff members
- 5.9 Works in a manner that preserves, maintains and respects confidentiality of participants, volunteers, clients and staff information
- 5.10 Respects and values the diversity of communities and individuals
- 5.11 Contributes to the development and promotion of CCHC in St. Thomas, Central Elgin and Township of Southwold
- 5.12 Maintains and develops professional competence through appropriate continuing education and/or professional development
- 5.13 Works in a manner that meets all Health and Safety requirements to ensure a healthy and safe workplace
- 5.14 Takes and maintains required training (e.g. WHMIS, First Aid)

Organizational Duties and Responsibilities

- 5.15 Works in a manner that promotes and maintains the reputation of the organization and minimizes risk of harm and/or liability to the organization

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- 5.16** Works in a manner that complies with the organization's Human Resource Manual
- 5.17** Contributes to the organization's endeavours to collect, analyze and report on data, and participate in research
- 5.18** Contributes to the organization's efforts to secure and maximize resources for current and new programs, services and activities
- 5.19** Performs other duties that support the mission/mandate of the organization, as assigned by the Chief Executive Officer or his/her designate