WORKING WOMEN COMMUNITY CENTRE

Position Title	:	**Community Health Ambassador (CHA) - NY**
Status	:	6 months part time with possibility of renewal
Reports to	:	Programs Manager and Health Ambassador Coordinator
Works with	:	Working Women Community Centre and Flemingdon Health Centre
Application deadline	:	Open until filled
Hourly Rate	:	**$22.00**
Job Posting Date	:	April 1, 2026

Working Women Community Centre (WWCC) is a non-profit, community-based immigrant and refugee women's organization providing a wide variety of services such as community development, settlement counselling, employment and placement support, support groups and English Language classes. All staff of the agency is responsible for demonstrating support and commitment to the mandate and objectives of the Centre. Staff is expected to work in the spirit of cooperation and to actively promote harmonious relations among staff members.

Position Description Community Health Ambassadors (CHAs): Serve as trusted liaisons between healthcare providers and community members. Play a key role in promoting health awareness, connecting individuals to resources, and supporting community health initiatives. CHAs provide cultural and linguistically appropriate health education, assist at health events, and advocate for improved healthcare access in underserved communities and newcomers.

RESPONSIBILITIES

- Understanding basic health concepts, disease prevention, and health promotion strategies.
- Act as a bridge between community members and healthcare resources.
- Provide culturally ad linguistically appropriate health information.
- Raise awareness about Health programs, screenings, and vaccination clinics.
- Encourage participation in health initiatives by address concerns and misinformation.
- Share knowledge on preventive healthcare, nutrition, mental health and chronic disease management.
- Conduct informal health discussions or assist in health-related workshops.
- Support community members in navigating healthcare services, including understand how to access doctors, clinics and community health programs.
- Training often includes information about local health resources and referral pathways.
- Assist with organizing and running health clinics, screenings, and wellness events in the community.
- Help with check-ins, registration, translation and guiding participants.

- Ensure a welcoming and inclusive environment for all attendees.
- Provide translation services for community members with language barriers.
- Help healthcare professionals understand cultural considerations when engaging with diverse communities.
- Gather feedback from community members to improve health programs.
- Assist in collecting basic, health related data as needed for programs evaluation.
- Share insights on community health needs with organizers and health partners.
- Support individuals in overcoming barriers to healthcare, such as transportation, language or lack of awareness.
- Work collaboratively with local organizations, healthcare providers and government agencies to improve health outcomes.
- Training may also cover topics like mental health first aid, de-escalation techniques, or specific health issues relevant to the community.
- Provide regular reports to the central coordinator on all engagement activities
- Collaborate in the making and distributing materials including podcasts, webinars, and community town hall events among others.
- Facilitate the delivery of these materials to the community, through multilingual, multi-platform methods, implementing trauma informed and anti-oppressive approaches.
- Provide navigation support to clients, including connecting to services and follow up.
- Participate and contribute to ongoing meetings, trainings, and weekly data collection and reporting
- Refer community inquiries to appropriate community resources and services
- Participate in ongoing training modules hosted by service providers
- Conduct outreach to community partners, including faith-based organizations, pharmacies, community centres, resident groups etc.
- Follow all relevant Organizational Policies including our Privacy Policy to ensure that all communications and records are kept confidential and secure
- Other duties as assigned by project leads

QUALIFICATIONS

- Ability to commit to scheduled outreach efforts, trainings, events and meetings.
- Ambassadors (CHA) will support the above-mentioned initiatives across the neighbourhoods, including local retail spaces, high density neighbourhoods, faith-based spaces, vulnerable housing clients, appointment accompaniment, vaccine on-site clinic support and virtual community engagement opportunities.
- Ambassadors may be requested to support outreach activities with their vehicle (if applicable) for instances of door-to-door outreach in priority neighbourhoods. It is not mandatory to accommodate this request and will be up to the discretion and comfort level of the Ambassador to fulfil the request.

- Ambassadors may also be asked to assist with set up and tear down of community outreach tables and events. Tasks can be allocated based on the Ambassadors' abilities and comfort level.
- Reliable and punctual and responsible in fulfilling duties
- Enthusiasm to work in collaboration with each other in the team.
- A combination of skills, knowledge, and personal qualities to be able to support and educate the community members.
- Ability to explain health information in simple and clear terms.
- Comfortable speaking with diverse group of people.
- Strong commitment to community well-being and ability to connect with and support people in need.
- Ability to maintain confidentiality when handling sensitive health information.
- Proactive in finding solutions for community members who need assistance.
- Active listening skills to understand community members' concerns and needs.
- Ability to translate and interpret health information (if bilingual)
- Understanding of the cultural backgrounds, traditions, and health beliefs of the community.
- Ability to connect with individuals in a respectful and non-judgmental manner.
- A genuine desire to help people improve their health and well-being.
- Patience, empathy, and compassion when engaging with community members.
- Willingness to dedicate time to outreach, events and educational efforts.
- Familiarity with key public heath topics such as preventive care, chronic disease management, vaccinations and mental health.
- Willingness to receive training on health topics and community resources on regular basis.
- Understanding of the local healthcare system and services available.
- Deep knowledge of the local community and community resources,
- Strong intercultural communication and community engagement skills including public speaking, facilitating meetings and speaking to strangers
- Proficiency with use of computers and Microsoft Office 365
- Knowledge in media production such as podcasts, videos and technological expertise in Zoom and social media, considered an asset
- Ability to understand and respond to changing community needs
- Ability to work independently and collaboratively in a fast-paced environment
- Multicultural sensitivity and/or experience working in diverse neighborhoods
- Familiarity in working from an anti-oppression, LGBTQ+ positive framework
- Second language an asset
- Ability to travel within the North York as required.
- A minimum age of 18 years of age

Please send your resume to dmoran@workingwomencc.org with the subject line **Community Health Ambassador (CHA)**

Working Women Community Centre is an equal opportunity employer and welcomes applicants from equity seeking groups. WWCC encourages applications from candidates with diverse cultural backgrounds, visible minorities, Aboriginal people, and people with disabilities. The Centre is a scent-free environment.