



## **North Eastman Health Association Inc.**

*Association de Santé du Nord Est Inc.*

### **Job Description**

## **French Language Services Coordinator / Wellness Facilitator**

### **POSITION SUMMARY:**

Reporting to the Director of Primary Health Care, the incumbent acts as a bridge between the community and the service providers of North Eastman Health Association to facilitate access to health services for French speaking residents throughout the Region. The incumbent will also provide a direct linkage and access to resources between the Primary Health Care team and the community. Responsible for providing access to interpretation and translation services as well as planning, implementing and coordinating French Language Services as required to residents throughout the Region's French language communities. Working within a multidisciplinary team, participates and provides guidance on the development of effective language and cultural strategies and policies including communications, recruitment, training initiatives, data collection, etc. The incumbent will utilize a community development approach to build capacity in communities to offer wellness programs and initiatives to enhance health.

**REPORTS TO:** Director of Primary Health Care

**UNION:** MGEU Technical / Professional

### **QUALIFICATIONS:**

#### **Education and Experience**

- Post secondary degree / diploma or a suitable combination of education and experience relevant to the position.
- Demonstrated knowledge of the health care system including both facility and community programs and services
- Fluent French / English bilingual ability.
- Demonstrated knowledge of community capacity building / community development frameworks, social marketing and population health promotion.
- Cross cultural education an asset.

#### **Knowledge, Skills and Abilities**

- Demonstrated communication abilities (written and oral) organization and analysis skills.
- Demonstrated ability to work independently and interdependently as required.

- Excellent interpersonal skills with experience in meeting and serving members of the public.
- Ability to maintain a positive working relationship with staff in a multidisciplinary team based working environment.
- Ability to assist with program planning and evaluation.
- Demonstrated knowledge of community resources.
- Physical and mental ability to meet the demands of the job.
- Reliable vehicle and valid driver's license.

**POSITION DUTIES AND RESPONSIBILITIES as French Language Coordinator**

- In collaboration with the appropriate management staff, assists with the development of policies and strategies to ensure the effective delivery of health services to French speaking clients and help professional staff appreciate language and cultural dimensions.
- Working with the Human Resources Department, and in consultation with the appropriate unions, evaluates the needs for designated bilingual positions, develops appropriate linguistic profiles, recruitment strategies, a bilingual hiring policy to attract bilingual personnel as well as contingencies to deal with a lack of available bilingual health care staff.
- Provides access to translation services as appropriate from English to French and ensures communications strategies recognize French speaking clients and communities. Works to raise the awareness about the availability of French Language Services.
- Collects statistics and data aimed at identifying the numbers and percentages of French speaking clients utilizing the services of North Eastman Health Association and the availability of bilingual health care professionals in order to evaluate the need for the provision of French language services.
- Establishes and maintains effective communications and working relationships with French language communities and members of North Eastman Health Association's various health care teams in order to act as a front line contact in responding to health inquiries from the public, directing consumers to the appropriate health resource(s) and assisting with professional staff scheduling in the community and area.

**As Wellness Facilitator:**

- Participates in inter-sectoral collaboration and engages in partnerships with health promoting organizations such as Cancer Care, Heart and Stroke Foundation etc.
- Assists in the development of self-help groups.
- Facilitate community mobilization and build community capacity around shared healthy living priorities examples include but are not limited to physical activity, nutrition, prevention / cessation of smoking, and injury prevention.
- Provides access to health and wellness information

- Empowers individuals and groups in the adoption of health behaviors and the development of healthy environments
- Facilitates committees and groups of people in developing consensus around priority actions to enhance wellness in the community
- Participates in community health assessment activities in the district
- Participates in program planning and evaluation in the district and regional level.
- Submits monthly statistics as required for program planning and evaluation purposes.
- Attends and participates in team meetings.
- Attends and participates in interagency meetings.
- Keeps current in the Health Promotion field through continuing education via conferences, educational sessions and / or literature and journal reviews as appropriate.
- Other related duties as assigned.

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Director / Supervisor Date

Approved by: \_\_\_\_\_  
Vice President / CEO Date

Reviewed by: \_\_\_\_\_  
Director, Human Resources Services Date

**NOTE: Original Signed and Dated October 20, 2008**