



3250 Schmon Parkway, Unit 1B
Thorold, Ontario L2V 4Y6
1 (888) 514-1370

Posted: November 2, 2023
Closes: December 16, 2023

INTERNAL | EXTERNAL JOB POSTING

Full-Time Eye Health Worker

OFFICE LOCATION: IDHC has a virtual work environment with a Head Office in Thorold. The successful candidate may work anywhere in Ontario providing they are able to attend in-person meetings and events in community and at head office as required.

START DATE: ASAP

HOURS: 8:30 a.m. – 4:30 p.m. Full-Time 4-Month Contract - with possibility of program renewal.

IDHC is committed to providing and promoting a healthy lifestyle with a focus on the prevention and awareness of diabetes issues. IDHC will make every effort to recruit Indigenous candidates for all available positions. In addition to academic qualifications and professional background, IDHC will consider in recruitment activities relevant life experience and personal healing journeys.

Reports to: Client Services Manager

Department: Programs

Team: Client Services

Primary Objective:

The Indigenous Diabetes Health Circle (IDHC) and Vision Loss Rehabilitation Canada (VLRC) have formed a partnership to ensure increased access to Diabetic Retinopathy Screenings for the Indigenous community.

The primary objectives of this role include program:

1. Promotion and partnership
2. Training and implementation
3. Scheduling and coordination
4. Research, evaluation and development

Key Responsibilities:

Program Promotion and partnership

- Develop and disseminate culturally safe and appropriate promotional program materials and informational resources as they relate to eye health
- Promote the eye health screening initiative throughout Indigenous communities and organizations that service Indigenous peoples across Ontario (examples include: webinars, attending conferences, virtual and in-person meetings and eye health program delivery and screenings which includes monthly travel)
- Coordinate, lead, involve and update the Eye Health Community Engagement Table (examples of responsibilities include: agenda, minutes, resource review, research)
- Attend bi-weekly meetings with VLRC to provide updates, build partnership and identify new opportunities.
- Engage, develop and sustain Indigenous community-based partnerships and other stakeholders that can contribute to program outreach and sustainability.



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- Promote the eye health screening initiative throughout Indigenous communities and organizations that service Indigenous Peoples across Ontario (examples include webinars, meetings and eye health program delivery).
- Provide updates to Director of Operations for webpage, Facebook and online calendar with relevant documents regarding upcoming events
- Develop and maintain an electronic contact database/resource of eye health partners
- Support Customer Relationship Management CRM implementation, data collection and reporting initiatives. Contributing contact data monthly

Training

- In conjunction with VLRC partners, provide training to Frontline Workers (FLWs) working with Indigenous communities. Training includes how to use the fundus cameras; how to upload the images via the specialized software; how to complete the eye chart assessment; and program forms and referral processes.
- Be available to answer questions from frontline workers regarding the camera and associated software and to troubleshoot minor issues.
- Develop training materials and resources, including webinars and online resources.
- Deliver “refresher training” to FLWs, as well as provide support at initial eye health community screening days to help ensure program success.

Scheduling and Coordination

- Manage the eye health screening community schedule and equipment rotation, to minimize program downtime (ensuring the camera is in use the majority of the time).
- Ensure shipment of all program materials (camera, laptop, and promotional materials) to the relevant community on schedule.
- Ensure shipment of program promotional materials and eye health kits to conferences.
- Manage the program waitlist, as needed.
- During conferences manage registration for eye health appointments for attendees.
- Act as a resource and team player when needed and perform other duties and responsibilities designated by the Client Services Manager.

Research, Evaluation and Development

Working closely with the Client Services team,

- Begin developing training for formal certification of FLWs
- Coordinate and facilitate an Indigenous oversight committee committed to guiding the development, delivery and evaluation of the eye health research initiative
- Disseminate research findings back to the community to support future program development
- Manage surveys at conferences and in community and analyze and review responses making adjustments to service delivery based on feedback.

General Responsibilities

- Identify and participate in relevant self-training to optimize position duties
- Attend regular department/organizational staff meetings
- Develop annual work plan and potential of budget requirements
- Complete data reports, monthly and quarterly narratives and briefs as required.
- Deliver awareness and wellness presentations that contribute to the prevention of diabetes and ownership of eye health
- Perform other duties as directed by Client Services Manager



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Standards of Performance

- Work toward the IDHC's overall mission while respecting the IDHC's values.
- Adhere to all policies and procedures.
- Maintain the IDHC's Code of Confidentiality.
- Work collaboratively as a team member with others
- Address conflict in an open and positive manner.
- Reflect a healthy and positive attitude when interacting with community and staff.

Qualifications

Education

- Bachelor's Degree in a health-related discipline or equivalent combination of education and experience.

Experience

- Minimum of 1-2 years experience in conceptualization, development, delivery and evaluation of health-related educational programming, ideally focused on diabetes or educational relevant experience.
- Relevant experience working with Indigenous communities/organizations in a health-related setting.
- Experience in the development, delivery, and implementation of culturally safe and appropriate programs and services.

Knowledge, Skills and Abilities

- Experience in applying health promotion principles, practices and frameworks to the development of educational programming.
- Advanced experience in community/stakeholder engagement and group facilitation.
- Understanding of the impact of diabetes on individuals, families and communities.
- Knowledge of healthy lifestyle approaches to diabetes from an Indigenous perspective.
- Experience in creating learning outcomes, content, and evaluation tools for workshops, trainings, and other educational sessions.
- Experience in delivering/facilitating workshops and educational sessions.
- Working knowledge of Microsoft (Office 365, Word, Excel, PowerPoint)
- Computer competency for data entry and the production of schedules
- Excellent organizational as well as oral and written communication skills.
- Proven leadership, teamwork and problem-solving skills.
- Demonstrated ability to navigate sensitive issues.
- Ability to work independently and as part of a team
- Ability to manage multiple projects, priorities and deadlines.
- Ability to work evenings and weekends, as required.
- Excellent communication skills in customer service
- Ability to fulfill IDHC's standards and values when performing scheduling tasks
- Display kindness and flexibility with colleagues and clients
- Possessing a keen eye for detail and organization

Working Conditions

Work in a safe and suitable office environment exposed to mid to high level computer use; frequent contact by email, phone and in person. As noted in the posting some travel required. Varied demand to take decisions and/or action.



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How to Apply: Please submit your cover letter, resume and references via email by 12:00 p.m. on **December 16, 2023** to IDHC Human Resource Manager officemanager@idhc.life.

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, IDHC will provide accommodation in all parts of the hiring process. Applicants need to make their needs known in advance to officemanager@idhc.life.

Following the completion of the initial interview screening process, candidates who are selected for an interview shall be contacted by telephone or email to confirm their attendance at an interview. No notice need be given to the candidates who were not selected for an interview.