

JOB POSTING

# **Diabetes Education Program (DEP) Outreach Worker**

# **Full-time (35 hours per week) permanent**

# **Salary $52,955 to $62,731 per annum plus benefits**

# **salary is commensurate on experience and education**

**About Unison:**

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of six locations, Unison offers core services that include primary health care, counselling, health promotion, Early Years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education™ and a Diabetes Education Program. Unison’s mission is working together to deliver accessible and high-quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

Unison Health and Community Services is committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

Unison is seeking a Program Outreach Worker for our Diabetes Education Program (DEP). Reporting to the Diabetes Education Program Manager, the DEP Outreach Worker will take part in in the development, implementation, and evaluation of outreach initiatives for the Diabetes Education Program.

# **Job Specific Responsibilities:**

* Support Program Manager in ensuring efficiency and effectiveness of DEP promotion and outreach activities, including but not limited to internal and external promotion, outreach, quality improvement, and customer relationship management on the database system.
* Support day‐to‐day operations and delivery of DEP promotion, outreach activities and program activities.
* Evaluate, implement, and maintain electronic and paper records, contact lists, and customer relationship management on the CRM system.
* Assist in development of a promotion and outreach plan for DEP services. Coordinate implementation of plan ensuring appropriate statistics are captured and reporting is complete.
* Prepare brochures, reports, communications, and other material for print and social media.
* Develop, coordinate, and deliver information and education sessions, workshops, and other events for internal and external audiences.
* Co-ordinate services for events, such as registration, promotion, transportation for participants, facilities, catering, signage, displays, translation, special needs requirements, audio-visual equipment, printing, and security.
* Meet with individuals, groups, and others on behalf of DEP to discuss issues, and to assess and recommend various courses of action.
* Review, evaluate and implement promotion and outreach procedures in collaboration with the Program Manager and Team. Ensure procedures are documented.
* Assist with development, implementation, and revision of partnership agreements.
* Make necessary arrangements for meetings, including the preparing of agendas, supporting information packages, recording, and transcribing minutes.
* Other duties as required.

# **Job-Specific Qualifications:**

* Post-secondary education and/or equivalent combination of experience and education.
* Demonstrated knowledge, skill and experience in outreach, promotion including databases, social media and marketing (creating materials and principles).
* Effective communication (verbal, written and listening), organizational and administrative skills with a high level of computer literacy within job scope.
* Ability to build successful partnerships with diverse stakeholders.
* Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental, and cultural issues of diverse communities.
* Knowledge of issues affecting communities facing barriers to access in an urban environment.
* Knowledge of a second (or more) language and culture is an asset.
* Ability to work flexible hours including some weekends. Regular travel within the Greater Toronto Area.

Interested candidates are asked to email a résumé with covering letter by 9:00 a.m. on April 28, 2025, to:

Hiring Committee – Diabetes Education Program Outreach Worker

Unison Health and Community Services

[hirings@unisonhcs.org](mailto:hirings@unisonhcs.org)

**Please cite UN\_2025\_008 in the subject line of the email.**

We welcome applications from people who are reflective of the diverse communities we serve, including those who might need accommodation.

Where needed, accommodations for applicants with disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.

Please note that due to the volume of applications, only those applicants selected for interviews will be contacted.