

## **Covid-19 Test Site: Thorncliffe Park**

Community Ambassador

**General:** In partnership with Michael Garron Hospital (MGH) and East Toronto Family Practice Network (ETFPN), Health Access Thorncliffe Park (HATP) is supporting a temporary Covid-19 Test Site in Thorncliffe Park. We are looking for Community Ambassadors to provide administrative support on-site with scheduling appointments and crowd triaging. We are looking for all volunteers to be involved in-person and on-site. All Personal Protective Equipment will be provided.

**Duration:** 2-3 weeks starting from Monday, June 8, 2020 (period may extend up to 2 months)

**Location:** TNO-The Neighbourhood Organization, Youth Centre  
45 Overlea Blvd., Toronto, ON M4H-1C3

**Time:** 11 am to 6 pm (all seven days Monday to Sunday)

### **Skills and Requirements:**

- Practice in working with newcomers, providing frontline services and outreach
- Excellent organizational, communication skills
- Ability to work independently and collaboratively in a fast-paced environment
- Excellent written and spoken English communication skills
- Multicultural sensitivity and/or experience working in diverse neighborhoods
- Ability to speak other languages an asset: Urdu, Slovak, Arabic, Dari/Pushto, etc.
- An existing valid clearance of criminal record clearance an asset

**Equipment Used:** Proficiency in the use of scheduling software including word and data processing and virtual meeting programs like Microsoft Teams.

### **Responsibilities:**

- In your role as a **Community Ambassador**, you will be expected to perform these duties and responsibilities:
- Strictly follow the guidelines of health & safety protocols required to support Covid-19 test centre
- Collecting basic information from community members on-site and relaying their appointment time
- Assist to note, update and maintain accurate scheduling information
- Working with the scheduler to book appointment times for those community members who are waiting on site
- Communication to gain cooperation from staff and clients (ensure physical distancing and crowd management rules are followed)

- Supporting the flow of clients outside the assessment centre ensuring health & safety of clients/community members are not compromised.
- Sharing materials to community members (info packs, cloth masks, etc.)

**Note: All volunteers will be provided with appropriate training and personal protective equipment as per Hospital requirements and government guidelines for Covid-19 test centre.**

### **How to apply?**

To apply for this position candidates are requested to send a copy of TNO volunteer form and Resume and any other document supporting your candidature) to [volunteer@tno-toronto.org](mailto:volunteer@tno-toronto.org)

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