



Link Worker 1.0 FTE

POSITION

The Link Worker supports clients to improve their health and wellbeing by connecting them to non-medical, community-based supports and services. Working closely with primary care providers, allied health professionals, and community partners, this role provides person-centred, strengths-based support to address the social determinants of health, with a focus on reducing social isolation and barriers to access.

The Link Worker builds trusting relationships with clients, listens to what matters most to them, and co-designs personalized social prescriptions or support plans aligned with client goals, values, and priorities.

RESPONSIBILITIES

Client Support & Documentation

- Accept and manage referrals from primary care providers, allied health professionals, internal programs, and/or self-referrals.
- Conduct holistic, person-centred assessments that consider social, emotional, cultural, and practical needs.
- Co-create individualized social prescriptions with clients based on their goals and motivations.
- Provide practical assistance, information, advocacy, and navigation support to help clients access community programs and services.
- Offer follow-up, encouragement, and ongoing support throughout the social prescribing journey.
- Accompany clients to services or appointments when appropriate and assist with transportation planning as needed.
- Identify when client needs exceed the scope of the role and make appropriate referrals to other team members.
- Document all client interactions and outcomes in the electronic medical record in accordance with organizational and privacy standards.
- Communicate regularly with referring providers and team members regarding client progress and outcomes.

Community Engagement & Partnerships

- Develop and maintain strong knowledge of local community, social, cultural, and health resources.
- Build and sustain relationships with community organizations, service providers, and informal supports.
- Liaise with community partners to address barriers to access and share information about service availability and changes.
- Support the development and maintenance of community resource lists or maps



Program Development, Evaluation & Promotion

- Contribute to the implementation, sustainability, and continuous improvement of the social prescribing program.
- Participate in data collection, evaluation, and quality improvement activities.
- Promote awareness of social prescribing and the role of Link Workers within the organization and community.

Organizational & Team Responsibilities

- Work collaboratively within an interdisciplinary team and support a culture of client-centred care.
- Attend relevant team, organizational, and community meetings.
- Adhere to organizational policies, procedures, and values, including commitments to health equity, anti-oppression, and inclusion.
- Maintain professional boundaries, scope of practice, and ethical standards.
- Perform other related duties as assigned.

QUALIFICATIONS

- Post-secondary education in social services, health promotion, community development, or a related field, or an equivalent combination of education and experience.
- Minimum of two years experience working in a community-based health or social service setting.
- Experience working with diverse, marginalized, and equity-deserving populations.
- Strong understanding of the social determinants of health and health equity.
- Experience using strengths-based, trauma-informed, and anti-oppressive approaches.
- Familiarity with motivational interviewing or coaching approaches.
- Demonstrated ability to work independently
- Excellent interpersonal, communication, advocacy, and problem-solving skills.
- Strong organizational skills and attention to detail.
- Proficiency with standard office software.

ADDITIONAL REQUIREMENTS

- Valid Ontario Class G driver's license and access to a reliable vehicle.
- Ability to work flexible hours, including occasional evenings or weekends.
- Successful completion of a police reference check, as per organizational policy.

EQUITY STATEMENT

Preference will be given to candidates with lived experience related to the communities served, including but not limited to individuals who have experienced housing insecurity, mental health or substance use challenges, systemic racism, disability, or social isolation. We encourage applications from Indigenous peoples, racialized communities, 2SLGBTQIA+ individuals, newcomers, and other equity-deserving groups

This Template is intended to be adapted to reflect organizational context, funding requirements, and community needs within Ontario.