

INTERNAL/EXTERNAL

Job Title:	Health Promotion Harm Reduction Worker and Drop-In Relief Worker
Program:	Supervised Consumption Service & Drop-In Program
Position Type:	Bargaining Unit, Relief
Number of Positions:	2-5
Rate:	\$20.43 per hour
Vacation:	8% Vacation Pay
Hours:	On-call - as needed, day, afternoon, and weekend shifts
Supervisor:	Senior Manager, Supervised Consumption Service and Senior Manager, Drop-In Services
Posting Date:	November 30, 2023
Application Deadline:	Until positions are filled
Location:	145 Queen Street East & 40 Oak Street, Toronto

Why Fred Victor?

For over 125 years, Fred Victor has been a leader in providing place and purpose to people in need in Toronto. Our mission is to improve the health, income and housing stability of people experiencing poverty and homelessness. We are committed to ending chronic homelessness. This is an ambitious and bold goal, but we believe, achievable.

The Community Services department works collaboratively to meet the needs of those experiencing homelessness, poverty, mental health, and addictions in the community at 145 Queen Street and 40 Oak. The Supervised Consumption Services (SCS) provides a low-barrier safe space for people who use drugs to safely consume who are experiencing stigma, the effects of the drug poisoning crisis and long-term effects of trauma. At the SCS, community members meet their needs for safer drug use supplies, education, drug testing services, and get support and referrals to reduce harm and pursue client-centered wellness while receiving life-saving services. Fred Victor also houses two Drop-ins that serve various populations depending on the location, and include single peoples, adults, couples, and families of diverse cultural and religious backgrounds, as well as community members who access the SCS.

As a Relief Worker in both programs, the position requires respect for, and expertise working with, people who use drugs, people that face barriers due to mental health, stigma, trauma, social isolation, immigration, poverty, unemployment/underemployment, and a history with the criminal justice system. The candidate will support individuals in client-centred wellness, perform harm reduction activities and life-saving services, and work from a trauma-informed perspective to inform overdose response. The candidate will also be someone who is personable, dynamic, and creative in their approach. The relief position requires a great amount of flexibility and ability to work on very short notice. Relief Workers are expected to be able to provide short notice shift coverage and to work a variety of shifts including: days, evenings, weekends, and holidays.

Does this sound like work you want to be a part of?

We offer a supportive and collaborative working environment, an opportunity to join a diverse team of caring professionals and a chance to make a difference. With over 60 programs and services and

more than 21 sites, there are lots of opportunities to grow your career with us. Many members of the management team started in relief and front-line roles.

What You Will Do – Supervised Consumption Service

- Maintain a safe, hygienic, organized, comfortable and respectful environment in the drop in and SCS.
- Develops, coordinates, and evaluates health promotion initiatives that address emerging and identified needs within the community.
- Proactively de-escalate potential conflicts and deal with emergencies as they arise, effectively handling crisis when necessary
- Assesses client knowledge of injection process and provides education regarding best practice injection technique and the proper use of all consumption supplies, including supervision of self-administered injections while at the SCS.
- Provides education regarding best practice injection technique and the proper use of all consumption supplies.
- Greets and engages participants, assesses eligibility for the SCS, initiates intake into the service, and orients participants to the service and to the service user agreements.
- Monitors and ensures appropriate client flow and numbers of participants into and out of the post-consumption room and other service areas.
- Assists with response and management of overdose events and provides overdose prevention and education.
- Works within a multidisciplinary team structure to provide health promotional activities and harm reduction education to community members and across inter-program structures.
- Supervises SCS clients, who may present with a variety of acute and chronic illnesses/diseases, to administer their own injections.
- Follows established documentation protocols and maintains clear, accurate and timely written documentation in accordance with established SCS procedures and policies, the MOH, Health Canada, and FV; prepares/maintains statistical data, correspondence reports, and other documentation, as required.
- Contributes to FV's activities to collect, analyze and report on data, participates in research as applicable.
- Remain flexible between two separate programs with the capacity to pick-up shifts, as needed, in each program.
- Contribute to a holistic and integrated team structure across 145 Queen Street programs.

What You Will Do – Drop-In Program

- Monitors and ensures appropriate client flow and numbers of participants into and out of the program areas.
- Develop and facilitate groups, community activities, life skills programming and encourage on going participation.
- Provide community members with information and referrals for suitable Fred Victor programs and to external community supports and resources.
- Complete administrative tasks such as answering phones, supporting food programming, writing advocacy letters, notices, and completing daily entries into the Pirouette online tracking system.
- Follow established documentation protocols and maintain clear, accurate and timely written documentation in accordance with established Drop-in procedures and policies, the MOH, Health Canada, LHIN, and Fred Victor.

- Prepares and tracks statistical information, as well as incident reports, as related to Drop-In programs.
- Engage community members to build healthy, positive relationships.
- Build a culture of inter-departmental teamwork and collaboration.
- Remain flexible between two separate programs with the capacity to pick-up shifts, as needed, in each program.
- Contribute to a holistic and integrated team structure across 145 Queen Street and 40 Oak programs.

What You Bring to the Team

- Degree/College Diploma in a relevant discipline or significant related experience.
- Knowledge of drug use, specifically injection drug use, through a combination of lived experience, work experience, and/or education/training.
- Experience working in a harm reduction program and knowledge of harm reduction strategies.
- Experience working with staff and service users who come from diverse racial, gender, ethnic, and cultural backgrounds and who may have lived experienced of homelessness, living in poverty, mental health, social isolation, and substance use.
- Strong understanding of and commitment to anti-oppressive practice, harm reduction, crisis de-escalation and trauma-informed practices.

What Sets You Apart

- Lived experience of homelessness or street-involvement considered an asset.
- Experience intervening in overdoses and/or training, including Naloxone administration, considered an asset.
- Knowledge of community services and resources and excellent advocacy skills
- Ability to work both independently and collaboratively with others.
- Strong ability to de-escalate conflicts, and confidence in asserting and maintaining healthy boundaries.
- Strong oral and written communication skills, with ability to listen actively and accurately.
- Well-developed interpersonal skills; open, non-judgmental, and willing to learn.
- Promotes the voice of people using the service to be involved in the ongoing development, decision making and evaluation of the program.
- Promotes a restorative justice approach to managing behaviors and resolving conflicts.
- Collaborate with users of service, in the creation of creative support strategies to address disruptive behaviour in the space.
- Experience working with people who reflect our priority client population – people living in poverty, racialized populations, Indigenous peoples, people who engage in sex work, prisoners/ex-prisoners, people with mental health challenges, and people who have experienced trauma, considered an asset.
- Ability to make fast and sound judgments.
- Open and flexible availability.
- Respect for and valuing of the diversity of communities and individuals.
- Demonstrated ability to plan, prioritize work and remain flexible.
- Proficient with computer technology and various software application.
- CPI; First Aid/CPR; suicide intervention, and overdose prevention are required certifications/trainings for this role.

Compensation and Benefits

- For the Health Promotion Harm Reduction Worker and Drop-In Relief Worker, Fred Victor offers an hourly rate of \$20.43
- Access to employee and family assistance plan
- 8% Vacation Pay

How You Can Apply

Send your resume and an email describing why you want to be part of the Fred Victor Team to mwoodnutt@fredvictor.org with the subject line "SCS/DI Relief Worker."

A Police Record Check is required by the final candidate prior to hiring.

All candidates offered a position with Fred Victor from September 30, 2021 onward must be fully vaccinated and provide proof of their vaccination as a condition of employment. Fred Victor will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

Accessibility & Accommodation

Fred Victor is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realize their potential. As such, we welcome and encourage applicants who identify as racialized persons, Indigenous persons, persons with disabilities, and persons across the spectrum of sexual orientation and gender identities and have lived-experience.

If you are a person with a disability and require accommodation and/or assistance during the application process, please contact us in advance. We strive to provide reasonable accommodations whenever requested. Information received relating to accommodation requests will be treated with confidentiality.