

Job Description	
Title	Harm Reduction Outreach Worker
Reports to	Primary Care Manager
Position Type	Full-time – Permanent (35 hours per week)
Location	263 Weller Avenue, Kingston ON K7K 2V4
Start Date	Immediately
Salary	\$23.06 – \$27.13 per hour

Position Summary

As part of a multi-disciplinary team, the Harm Reduction Outreach Worker (HRW) assists with the promotion and delivery of harm reduction programs, services, and activities. Nurturing a welcoming environment and atmosphere at KCHC’s Weller location, Harm Reduction Outreach Worker works with complex clients facing barriers to care. Engaging in harm reduction outreach and promotion activities, the Outreach/Harm Reduction Worker finds solutions that assist clients with their day to day living, in a trauma-informed manner, and with recognition of the social determinants of health. This position is rooted in a health promotion and harm reduction framework and applies a social prescribing lens. The primary focus is to engage hard-to-reach populations to improve their access to health and community services, particularly harm reduction supports.

Collaborating with community services and other Outreach Workers within KCHC and through community partnerships, the Harm Reduction Outreach Worker promotes health and wellness for people who use substances through supportive conversations, education (recognition of best practice recommendations), health promotion, and system navigation focused on improving access to harm reduction supplies and holistic healthcare.

Key Responsibilities	Detailed Responsibilities
Client Support and System Navigation	<ul style="list-style-type: none"> • Oversee a welcoming space for all coming into KCHC’s Weller location with a specific focus on engaging those needing social supports, practical assistance, and harm reduction supplies to help address unmet social health needs (e.g., housing, income security, food security, transportation, literacy, and social isolation). • Build trusting relationships with clients and individuals who use substances by providing harm reduction supplies (including distribution of naloxone kits) • Provide direct service to clients; assist complex clients facing barriers. Support social prescribing efforts by making internal and external referrals, connecting clients to organization and community resources

	<ul style="list-style-type: none"> • Employ creative problem solving to address client related issues, including responding to client crisis and employ de-escalation interventions as necessary. • Provide educational opportunities for people who use substances including safer substance use, HIV, Hep C testing including prevention practices and overdose prevention.
Community Outreach	<ul style="list-style-type: none"> • Conduct outreach activities within the Rideau Heights and surrounding community to engage and support community members from a harm reduction perspective. • Coordinate training, information and education sessions for community members, staff members, and community stakeholders to promote harm reduction. • Develop and facilitate client engagement initiatives such as Drop-Ins, One-on-One activities, Survey's, etc. • Work with KCHC programs and the community to assist in the identification of needs for various harm reduction health promotion initiatives projects and programs that serves the community harm reduction needs. • Promote awareness of and participation in Street Health Centre, the Integrated Care Hub, and KCHC activities/programs. • Provide mentorship, guidance, and skills-building opportunities to the peer and volunteer program.
Program Support	<ul style="list-style-type: none"> • Work as part of a multidisciplinary team to identify the services needed for the clients, utilizing social determinants of health lens. • Participate as a team member in all team functions, program planning, evaluation, QI projects, team meetings, case conferences, committees and staff meetings. • Oversee the daily Harm Reduction Distribution Program at Weller, including inventory and ordering of supplies (stock levels), kit-assembly, data collection and reporting. • Encourage a safe and secure environment for KCHC clients, community members, and staff while also nurturing a harm reduction philosophy and practice. • Maintain healthy and professional relationships with community partners and program stakeholders. Network with internal and community partners to ensure an optimal continuum of health & social. • Document client encounters in the EMR to assist with data capturing for reporting and program evaluation. • Provide feedback into program development, enhancement, and improvements, identifying community, and systemic issues.

Organizational Responsibilities

- Complies with all relevant legislation and KCHC policies, including privacy laws

- Supports consistent application and development of KCHC policies and procedures
- Commits to acquiring an understanding of the importance of trauma responsiveness and the impact of Adverse Childhood Experiences (ACEs)
- Supports KCHC's student and volunteer placement programs
- Promotes awareness of and participation in KCHC activities
- Demonstrated commitment to continuous learning and quality improvement
- On occasion, perform other temporary duties as required

Basic Education and Experience Requirements

- College Diploma in social services, health promotion or a related field with an outreach focus.
- Minimum of 2 years of experience working in a community setting with direct client encounters with marginalized persons and or harm reduction initiatives.
- Knowledge of health promotion initiatives, social determinants of health, drug use trends in community (i.e., injection and inhalation drug use), as well as community services and resources
- Knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients
- Current First Aid and Naloxone training.

Competencies

Organizational Competencies: Accountability, Client Focus, Collaboration, Continuous Learning

Position Competencies: Communications, Problem Solving, Relationship Building, Teamwork, Time Management

Knowledge, Skills and Abilities

- Strong interpersonal skills and ability to work well within an interdisciplinary team
- Sound problem solving, conflict resolution, and decision-making skills
- Strong organizational skills and above average attention to detail
- Ability to treat all individuals with respect and interact in a tactful and supportive manner while maintaining professional boundaries
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines
- Knowledge of issues affecting marginalized communities and the community resources that provide services and support to marginalized persons
- 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 harm reduction, trauma-informed, and anti-oppression practices.
- Knowledge of strengths and challenges of street involved community and drug involved populations
- Demonstrated commitment to continuous learning and quality improvement
- Strong oral and written communication skills (French language or proficiency in another language an asset)

- Proficiency in the use of computers and relevant software applications (PS Suites, Microsoft word, Excel, etc.)

Other Requirements

- Must be able to work in a variety of social and physical settings
- Reliable attendance, ability to meet the physical demands of the position
- Ability to work some evening and/or weekend shifts
- Current and satisfactory Criminal and Vulnerable Persons Check
- Up to date immunizations
- Valid driver's license, valid insurance, and access to a vehicle

Application Instructions

- Please include a cover letter clearly outlining how your skills and experiences correspond with the specific job qualifications along with your resume.
- Save all documents as a single PDF file using your own name (Last, First).
- Email to hr@kchc.ca citing reference "**2024-37-KCHC**" in the subject line.
- Applications must be submitted to Human Resources by **Thursday July 25, 2024.**

As a registered professional, to abide by and be accountable to the ethics and standards set out by the relevant regulatory body of the profession.

All KCHC staff have a duty to understand and follow KCHC policies, uphold high ethical and professional standards, and maintain confidentiality and privacy, using tact and good judgment in all dealings with other staff and clients.

KCHC is an equal opportunity employer, respecting and embracing the needs and diversity of our employees. If you require an accommodation to fully participate in the hiring process, please notify Human Resources.

KCHC is a proud Living Wage employer!

Kingston Community Health Centres, 263 Weller Ave. Unit 4 Kingston ON, K7K 2V4 www.KCHC.ca