

JOB TITLE
CLASSIFICATION/BENCHMARK
GRID LEVEL

SUPPORT WORKER
INTEGRATED: Reconnect Worker/
Adult Youth and/or Child Worker

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JOB DESCRIPTION

TITLE: Support Worker

PROGRAM: SAFEXST

REPORTS TO: Program Coordinator

WORKS WITH: Mobile Outreach Workers, Support Workers

JOB SUMMARY: The Support Worker offers early intervention, support and harm reduction to individuals involved in street based sex work and to persons engaging in “survival sex” through empathic first response street level engagement outreach services in a drop-in centre, mobile outreach and/or residential shelter setting.

The Support Worker works directly with people who experience barriers to overall health and wellbeing such as: chronic homelessness, intergenerational trauma, problematic substance use, systemic abuse, lack of safety, loneliness and stigma.

The Support Worker provides support based on individual needs and goals as well as referrals and transitions to other services. Provides individual and/or group support sessions using basic counselling techniques. Provides skill building in problem areas.

KEY DUTIES AND RESPONSIBILITIES:

1. Provide community members respite from the streets; access to harm reduction supplies and support, referrals and education. Build and maintain trusting relationships with community members who access the services.
2. Provides crisis intervention, risk assessment, information and advocacy for individuals and crisis line callers.

3. Develops and implements short-term, issue-specific intervention plans within program guidelines in consultation with the Program Coordinator.
4. Plans, prepares and conducts group or individual counselling sessions using techniques such as active listening, conflict resolution, basic group counselling, and basic psycho-educational group methods to resolve the identified problems, needs and risks in working and/or leaving sex work.
5. Provides skill building in areas such as anger management, self-management and basic life skills.
6. Evaluates the effectiveness of the intervention plan, reports on progress, discusses related concerns with the Program Coordinator in order to resolve identified problems and move towards define objectives.
7. Assists Program Coordinator in establishing a residential safe home for persons leaving the sex trade and provides supportive services to residents.
8. Liaises with and/or promotes the interests of clients with other community service providers as required. Accompanies clients to meetings and appointments as required.
9. Maintain necessary client and program reports and statistics; ensure that all required documentation is accurate.
10. Directly contact police and emergency services as needed

Perform other duties as required.

QUALIFICATIONS:

Education: Diploma in a related human / social service field
Standard First Aid Level 1 including CPR/AED and Naloxone training

Experience: One year recent related experience, including street outreach work

Knowledge:

- Aware of issues faced by diverse communities: drug use, homelessness, sex work, mental health, etc.

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- Understanding of signs of human trafficking
- A strong understanding of safer drug use, sex work, related social and economic factors, HIV/AIDS, Hep C, Mental Health, etc.
- Understanding of how cultural diversity influences the participant service plan
- Understanding of harm reduction as it relates to drug use and sex work
- Understanding of trauma informed practice

Skills:

- Ability to function effectively in difficult or crisis situations
- Able and willing to negotiate / mediate conflict ; understand how to use de-escalation techniques
- Able to communicate effectively and have excellent written and oral communication skills

Other Requirements:

- Ability to work flexible hours -- day / evening / weekend shifts
- Valid BC Class 5 driver's license with good driving record
- Satisfactory Criminal record check
- TB Screening

SOWINS Core Competencies:

- Is respectful, non-judgmental and inclusive at all times.
- Follows through on commitments and obligations.
- Deals with staff, colleagues, clients and other organizations with whom we work honestly and fairly; communicates effectively.
- Fosters open communications with staff, colleagues, clients, and other organizations with whom we work by establishing consistent hours of work, modeling an open door policy and sharing activities with the Supervisor and the rest of the SOWINS Team, as appropriate.
- Plans and organizes time effectively and efficiently.
- Represents SOWINS in a positive and professional manner.
- Models the Society's Code of Ethics.

Created: November 2016
JJEP: Jan 12, 2017 H.S.A.
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