



JOB DESCRIPTION (Exempt)

- TITLE:** Manager, Harm Reduction Services
- PROGRAM:** SAFEXST, Mobile Outreach, & other harm reduction initiatives (such as an overdose prevention site)
- REPORTS TO:** Executive Director
- SUPERVISES:** Support Workers, Mobile Outreach Workers
- WORKS WITH:** Provides leadership, work direction and guidance for Support Workers and Mobile Outreach workers. Also works with Clinical Counsellor, Outreach Nurse, and Evaluator.
- JOB SUMMARY:** As a member of SOWINS Senior Management Team, the Manager of SAFEXST & Harm Reduction Initiatives reports directly to the Executive Director and has overall responsibility for managing their programs. This includes, but is not limited to, strategic planning, budgeting, staffing for the program – such as determining staff levels, hiring, performance management, coaching, discipline, representing the employer in the grievance process and at arbitrations, and attending Senior Management Team meetings and planning sessions.
- The SAFEXST Program involves a drop-in center, mobile outreach van and residential safe homes for those exiting sex work. The Manager SAFEXST Program represents SOWINS in building and fostering supportive partnerships federally, provincially and within the community – with a wide variety of stakeholders. The manager also provides preventative activities, such as education in the community.
- SOWINS is seeking to expand its current harm reduction services. New initiatives such as overdose prevention sites, mobile overdose prevention sites, etc. Managing these initiatives would be part of this role.

KEY DUTIES AND RESPONSIBILITIES:

1. As a member of the senior management team, participates in developing long range and strategic plans, assesses and resolves operational issues and policies.
 2. Determines program, resources, operational and organizational requirements for the program area. Establishes budget for the SAFEXST Program to be included in SOWINS Annual Budget; and monitors and authorizes program expenditures within the Program budget.
 3. Makes staffing decisions to meet client and operational needs in accordance with SOWINS policies and procedures, collective agreement terms and conditions, health
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and safety requirements and within budget. This includes determining staff levels; recruitment, hiring, orientating, training, scheduling, supervision, determining discipline levels depending on the circumstances and recommendation for dismissal of support workers, mobile outreach workers, clinical counsellor and outreach nurse where the situation warrants. Defines staff duties, ensures performance, and provides regular supervision and evaluation. Actively participates in labour relations committees and meetings regarding staff. Represents the employer in the grievance process and at arbitrations.

4. Provides leadership to staff to ensure the program and individual outcomes are developed, implemented and achieved. Identifies the ongoing needs of staff for professional development and ensures appropriate staff development.
 5. Responsible for managing the day-to-day and long-range operations of the SAFEXST program to ensure effective service delivery that is consistent with SOWINS mandate and policies, contractual requirements, budgetary and other requirements. Ensures necessary facilities and equipment are in place, program guidelines and policies are developed and adhered to, program standards and safety issues are developed and followed, and reporting requirements are met.
 6. Develops and implements standards and accountability processes to ensure outcomes, measurement strategies and reporting systems are in place.
 7. Encourages open and positive/supportive communication with the SAFEXST team and community partners.
 8. Demonstrates strong leadership skills to staff by being a good role model and presenting a professional image. Through regular staff meetings and ongoing feedback, encourages and develops the program's team and seeks input from staff for suggestions regarding program delivery, while also meeting senior management expectations.
 9. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
 10. Attends and participates in relevant staff and committee meetings, as well as training and meetings set by stakeholders of the program. Maintains effective relationships with community service providers and others to coordinate service provision, facilitate referrals to the program and represents SOWINS at community and stakeholder meetings. Creates and maintains support through community steering committee and/or focus groups.
 11. Works with Program Evaluator to develop an evaluation plan and provide input for analysis and builds and maintains trusting relationships with community members who access support services.
 12. Maintains necessary client and program reports and statistics and ensures all required documentation is accurate and in accordance with the Contract to provide services.
 13. As required and where necessary works with clients to offer early intervention, support and harm reduction to individuals involved in street-based sex work and to persons engaging in "survival sex".
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14. Performs other duties as required.

QUALIFICATIONS:

Education/Training:

- Degree in a related human / social service / medical field.
- Standard First Aid Level 1 including CPR/AED
- Overdose Management & Naloxone Training
- Train-the-Trainer Naloxone training
- Non Violent Crisis Intervention training

Experience:

- Minimum of 3 years recent related experience, in the community social service sector, including street outreach work, and overdose prevention sites (OPS)
- Experience working and providing leadership in environments where participants are engaged in active drug use on site
- Demonstrated experience supporting, managing, and providing leadership to front line staff.
- Extensive experience with overdose management techniques, (ie airway management, naloxone administration etc.)
- Experience & specialized knowledge in harm reduction provision, harm reduction innovation and establishing harm reduction programs.
- Experience working with individuals participating in and exiting sex based economies

OR an equivalent combination of education, training and experience in street outreach work.

Knowledge:

- In-depth knowledge of SOWINS – or equivalent organization, and other local community agencies.
 - Aware of issues faced by diverse communities: poverty, colonization, racism, homelessness, survival sex work, mental health, substance use etc.
 - A strong understanding of safer drug use, sex work, related social and economic factors, HIV/AIDS, Hep C, Mental Health, harm reduction, 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
 - Understanding the challenges faced by front line staff during the opioid poisoning epidemic
 - Knowledge of local support services
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Skills & Abilities:

- Must be comfortable with active drug use, and providing services to individuals actively participating in various modes of drug use
- Ability to effectively lead a front line team who may experience vicarious trauma
- Ability to model strong self-care and boundaries to program staff
- Ability to function effectively in difficult or crisis situations
- Ability to be culturally sensitive and provide culturally appropriate services and case planning
- Able and willing to negotiate/mediate conflict; understand how to use de-escalation techniques
- Supervisory skills, excellent problem solving, decision making, organizational and time management skills required to manage the program
- Excellent interpersonal skills and able to communicate effectively and have excellent written and oral communication skills
- Demonstrated ability to build productive and supportive relationships with staff, management and clients.
- Demonstrated ability to work independently and as part of a team and maintain healthy professional boundaries
- Demonstrated proficiency with various computer programs and Microsoft programs – word, excel and outlook

Other Requirements:

- Ability to work flexible hours – including day / evening / weekend shifts
- Valid BC Class 5 driver's license with good driving record
- Must have a reliable method of transportation
- Satisfactory vulnerable sector criminal record check
- Must have and maintain First Aid Certification

SOWINS Core Competencies:

- Is respectful, non-judgmental and inclusive at all times.
 - Follows through on commitments and obligations.
 - Works 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.
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