



JOB DESCRIPTION

TITLE: Support Worker

PROGRAM: SAFEXST

REPORTS TO: Program Manager

WORKS WITH: Mobile Outreach Workers, Support Workers

JOB SUMMARY: The Support Worker offers early intervention, support, and harm reduction to individuals currently involved in, or at risk of engagement 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, and/or residential shelter setting.

The Support Worker works directly with people who experience barriers to overall health and wellbeing including, but not limited to: chronic homelessness or unstable/unsafe housing, intergenerational trauma, histories or ongoing experiences of violence, substance use/addiction, mental health issues, systemic abuse, lack of safety, social isolation, discrimination, and stigma.

The Support Worker provides tailored support based on individual needs and goals as well as referrals and transitions to other services. The Support Worker also provides strengths-based and capacity-building guidance to promote client wellness and self-efficacy.

KEY DUTIES AND RESPONSIBILITIES:

1. Providing an accessible and safe environment for community members in the Drop-in Centre, access to support, harm reduction supplies, drug testing, referrals to outside services, and education regarding safest practices for drug use and sex work. Orienting individuals with the Centre and the services provided. Intake new clients and do needs assessments to develop comprehensive case plans.
2. Taking a harm reduction approach, build and maintain trusting, non-judgmental, and confidential relationships with community members who access the services. Maintains professional boundaries while engaging with clients. Adhering to strict confidentiality policies and codes of conduct.
3. Providing support and assistance navigating and connecting to a variety of outside services such as: housing & housing supports, medical care, HIV testing

and care, social assistance, bad date information and reporting, victim support services, legal system navigation, acquiring identification, etc.

4. Providing crisis intervention, risk assessment, information and advocacy for individuals accessing SAFExst programs.
5. Developing and implementing short-term, issue-specific intervention plans within program guidelines in consultation with the Program Manager.
6. Providing capacity-building in areas such as anger management, self-management, and other life skills.
7. Evaluating the effectiveness of intervention plans, reporting on progress, and discussing related concerns with the Program Manager in order to resolve identified problems and move towards defined objectives.
8. Assisting Program Manager in establishing a residential safe home for persons leaving the sex trade and provides supportive services to residents.
9. Liaise with and/or promoting the interests of clients with other community service providers as required. Accompanies clients to meetings and appointments as required. Connecting with clients on an outreach basis outside of the Drop-in Centre.
10. Maintaining necessary client and program reports and statistics; Ensure that all required documentation is accurate.
11. Directly contacting police and emergency services as needed.
12. May provide first aid during medical emergencies including responding to drug overdoses.
13. Maintaining current knowledge of issues and resources related to drug use, and sex work.
14. Ensuring housekeeping services such as laundry, cleaning, emptying garbage, grocery shopping and maintaining supplies are completed. Perform minor maintenance.

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

Non Violent Crisis Intervention (NVCI) Training

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

Knowledge:

- Aware of marginalizing circumstances experienced by diverse communities including, but not limited to: drug use, homelessness or precarious housing, sex work, mental health, trauma and violence, etc.
- Understanding and identifying signs of human trafficking.
- A strong understanding of safest drug use and sex work practices, related social and economic factors, HIV/AIDS, Hep C, Mental Health, etc.
- Knowledge of personal safety and OH&S protocols for safe disposal of sharps and biohazardous materials.
- 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- and violence-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 and non-violent communication techniques.
- Able to communicate effectively and have excellent written and oral communication skills.

Other Requirements:

- Ability to work flexible hours -- day / evening / and potentially weekend shifts
- Valid BC Class 5 driver's license
- Vulnerable Sector criminal record check

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.