

Job Description

Lookout Housing and Health Society is the safety net which provides minimal barrier housing and a range of services to destitute and low income adult men and women who have few, if any options, and who demonstrate an inability to meet their own needs.

Job Title: Harm Reduction Worker	Classification: Community Sub-sector CA Union: BCGEU
Benchmark Match: Community Health Worker 2	Date Prepared: March 24, 2015 Revised April 24, 2017

JOB SUMMARY:

The Harm Reduction Worker reports to the Health Programs Manager, or designate. The position works in accordance with the mission and philosophy of Lookout Housing and Health Society including following Lookout's Code of Ethics. The Harm Reduction Worker carries out a variety of duties supporting Lookout's Harm Reduction Program under the direction of the Health Programs Manager, including oversight of harm reduction supplies throughout the Society, orienting and supporting staff to carry out their duties within the harm reduction framework. The position also carries out duties related to the operation of the needle distribution including intake and orienting guests, providing support that meets the needs of clients, education on harm reduction methods and distribution of harm reduction supplies. The Harm Reduction deals with the public, other service agencies and professionals involved in the support of the clients.

DUTIES AND RESPONSIBILITIES:

1. Provides oversight and service coordination of Lookout's Needle Distribution, including sharing pertinent information, coordinating inventory, attending established meetings, conducting site visits and organizing regular meetings with designated site harm reduction personnel,
2. Consolidates information around harm reduction philosophy and practices and distributes throughout Society, providing support and guidance to Lookout personnel with respect to understanding and applying harm reduction techniques.
3. Assists staff and managers with implementing harm reduction practices that are approved, meet outlined legal and contractual requirements.
4. Implements and controls an inventory of harm reduction supplies, ordering approved supplies as required, utilizing free and low cost opportunities wherever possible.
5. Welcomes new clients to Lookout, informing clients of the aid available and making clients comfortable through methods such as providing support, supervision, food, clothing and shelter.
6. Provides assistance to clients through methods such as identifying and sharing information on a

variety of Lookout or external community/government resources including services providing: housing, meals, health, treatment, legal and financial needs. Documents the clients' activities and resource usage based on client disclosure and worker provided information.

7. Follows up on immediate client crisis by performing duties such notifying emergency services, identifying support and service agencies or groups.
8. Completes and maintains related manual and computerized records and documentation by performing duties such as documenting interactions with clients, maintaining statistical data, completing individual files, medication charts and accounting forms including inventory and order forms.
9. Assists clients with self-care skills through methods such as providing support and encouragement to clients to maintain personal hygiene, housekeeping, meal planning and preparation, financial obligations and appointments.
10. Provides assistance to clients and non-clients in need, through methods such as providing first aid, distributing medications as prescribed and in accordance with established health plans; provides health related information to medical workers. Receives and distributes money to clients following instructions from the source of funds.
11. Participates as a team member with other staff to ensure a safe and caring environment by performing duties such as responding to emergencies and supporting others through methods such as sharing knowledge and information.
12. Observes clients and their environments to ensure the safety of clients and the premises by performing duties such as reporting unsafe conditions, incidents and/or behaviours, interacting with clients including observing client behaviour, investigating disturbances, dealing with client emergencies in accordance with guidelines and reporting incidents to appropriate staff or authorities. Defuses volatile situations through methods such as non-violent crisis intervention techniques. Records observations for communication to other staff.
13. Assists in providing orientation to new employees or students by performing duties such as familiarizing individuals with the policies and procedures or equipment of the facility and/or work area and demonstrating work procedures, including harm reduction practices. Gives tours of services offered by Lookout.
14. Provides direction to client(s), volunteer(s) and/or community placements assigned to work area by performing duties such as demonstrating tasks, monitoring work, supporting client(s), volunteer(s) and/or community placements in completing functions and maintaining their work and attendance schedules.
15. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training, and Experience

Grade 12, OFA 1 First Aid Certificate, plus two (2) years of recent related experience or an equivalent combination of education, training and experience. Demonstrated proof of two (2) years' sobriety if having alcohol/drug problems. Crisis Intervention Skills Training an asset.

Typical Skills and Abilities

- i. Demonstrated knowledge/familiarity with related resources such as Harm Reduction, Mental Health System and related Agencies, Welfare System and related Agencies and Addiction Support organizations.
- ii. Suitability to work with disadvantaged and challenging adults in a diverse environment.
- iii. Ability to work independently.
- iv. Ability to communicate effectively both verbally and in writing.
- v. Physical/mental ability to perform the duties of the job.
- vi. Ability to deal with others effectively.
- vii. Ability to operate related equipment.
- viii. Ability to provide work direction.
- ix. Ability to understand and maintain client/worker boundaries.
- x. Ability to organize work.

As of the signed date, I have read and understood the above job description.

Signature

Date