



## **Program Manager: Housing Overdose Prevention and Peer Services**

- March 1, 2023- November 31st, 2023 (with possibility of extension upon contract renewal)
  - This position is being posted internally and externally with a preference for an internal candidate.

### **OVERVIEW**

Peers Victoria is grassroots agency that has been working with, and for, Victoria sex workers since 1995. Through direct service delivery and partnerships, Peers provides outreach, harm reduction, group education and other support services. We maintain a welcoming and accessible service environment that promotes empowerment of current and former sex workers.

Experience and evidence have demonstrated that an in-reach model for harm reduction services, utilizing peer staff, resident peers, and allied health staff, is effective at reducing risks for individuals choosing to use alone in their homes. This “Housing Overdose Prevention and Peer Services” model (“HOPPS” model) is a model that is not solely dependent on a fixed space, rather, it also offers a range of overdose prevention options, including episodic in person, virtual, and by telephone witnessing.

With funding from Island Health, Peers Victoria operates three (3) HOPPS Teams in supportive housing locations. It is expected that the HOPPS Teams will continue to evolve given the need to engage in a continuous quality improvement process to ensure these services are provided in a way that minimizes harms related to substance use. As some Sites are temporary, the site assignments and hours of service may change in conversation with the funder, housing operator and other stakeholders.

The primary focus of this position is the Housing Overdose Prevention and Peer Services contract, but the manager will also help the leadership team with management of other harm reduction and/or peer-led programming.

### **HOPPS Manager Position:**

Hours of work: The position is a minimum of 28 hours per week. Up to 35 hours per week may be worked in response to weeks where the training schedule requires this.

Wage: The wage for this position is \$34 per hour. Benefits are available after 3 months of employment.

#### **Manager's primary duties include:**

- Oversee implementation of the model including supporting site leads and staff to carry daily operations and team systems;
- Researching and developing innovative practices to support the expansion of the model, with an emphasis on peer engagement and offering a range of supports in the spectrum of harm reduction to recovery and health and wellness;
- Attending Interagency meetings and meetings with the funder and housing operators;
- Collecting weekly statistics from the site leads for Peers record keeping and for submission to Island Health for program data analysis in support of continuous quality improvement;
- Support site scheduling and call-out shifts in collaboration with site leads;
- Review petty cash and timesheets for accuracy;
- Co-develop with other contractors and in collaboration with other Peer programs, a core peer responder curriculum, and a core staff training curriculum as well as an associated calendar of events, guest speakers etc. Emphasis of training will be using existing relevant resources and experts, but developing curriculum where nothing appropriate exists;
- Organize (food, reminders, rides/transportation, etc.) educational and training events for staff and resident responders, including: the monthly HOPPS meeting for staff, monthly peer responder meeting, monthly Naloxone training at sites, and other subjects identified in the interagency peer responder and staff core curriculums;

- Maintain a petty cash for peer responder training events;
- Writing program directives and policies in a collaborative, team-based manner;
- Work with executive director and finance manager to submit contract reports and monitor the budget;
- Work with site leads to direct resources in accordance with budget and for special expenses;
- Order and purchase program supplies that are used in all sites (groceries are the primary responsibility of site leads but the manager may have to purchase from time to time; the manager will work with others at peers to co-order harm reduction, safer sex hygiene, etc.);
- Apply for supplementary funding as available;
- Working with Executive Director and other leadership team members to track employee files and HR related concerns;
- Develop orientation and training program for staff;
- Help monitor safety and wellness among staff and peer responders and processes for reporting critical incidents and other related reports as well as supports;
- Work with the site leads to support peer responders with psychosocial and wellness supports
- Fill in shifts at the HOPPS sites occasionally to respond to staff coverage, including carrying out the activities and duties associated with the HOPPS service model;
- Create safe and healthy communities by working in active collaboration with housing-based providers, other harm reduction contractors, govt and HOPPS site operators to collectively reduce overdose risks in our communities by sharing information, developing shared safety/care/tenancy plans, and providing educational resources and opportunities;
- Adherence to Peers organizational policies.

**Additional Duties Related to Coverage in the HOPPS model:**

- Deliver client-centered support to access safer supply and harm reduction supplies;
- Completion of shift reports, utilization documentation and financial record submission;
- Attend weekly staff meetings and training as required.
- Psychosocial support, including peer-based support;
- Provide client-centered advocacy;
- Education provision around hygiene and precautions in relation to Covid-19
- Provide prevention information re hand-washing and physical distancing;
- Provision of naloxone kits, overdose prevention and response information and individualized planning;
- Provision of the full array of harm reduction supplies and safe collection of used equipment;
- Information regarding how to access Drug Checking services with the Vancouver Island Drug Checking Project;

- Basic assessment and referral re symptoms of Covid-19;
- Ability to support peer-witnessed substance use for overdose prevention;
- Responding to crisis as needed and offering de-escalation support;
- Ensure residents' concerns are heard and that they understand supportive housing site expectations of residents;
- Support resident-based leadership and harm reduction support where possible;
- Collaborate with nursing and medical staff as needed;

**Desired Skills and Qualifications:**

- 3+ years working in harm reduction, with previous program leadership experience;
- Experience in program development, curriculum development;
- Master's degree preferred in human service field or equivalent work experience and/or lived experience;
- Strong advanced writing and communication abilities, and an advanced working knowledge of office software;
- Evidence based harm reduction knowledge
- Ability to conduct academic literature reviews and carry out research and evaluation according to standards for informing evidence-based practice;
- Ability to drive your own car (with travel expenses reimbursed), but an organization vehicle is available at limited times and personal use is required;
- Ability to manage conflict in a judicious and trauma informed way that takes into consideration organizational responsibilities to persons served, staff, contract obligations, and interagency service partnerships;
- Willingness to seek supervision and team support;
- Ability to manage financial record keeping (\$3000+ per month)
- Reliable and willing to be flexible at times regarding work schedule to meet program needs, including filling call-out shifts;
- Ability to understand and synthesize service outcome and utilization record keeping frameworks;
- Understanding of trauma informed care;
- Approachable, non-judgmental, empathic, and calm in conflict or crisis;
- Sex work positive and able to provide safer sex information and supplies;
- Strong advocate for leadership from persons with lived experience of substance use, including expanding peer responder and peer employment frameworks;
- Knowledge of local health and social service agencies and service access particulars;
- Collaborative, team-oriented service approach;
- Commitment to practices of confidentiality, ethical service delivery, and boundaries in helping relationships;

- Punctual, reliable and able to communicate service and advocacy information verbally and in written format;

**If you are interested in these opportunities, please send a resume and cover letter outlining your relevant skills and experience to [peershiring@gmail.com](mailto:peershiring@gmail.com) by January 27, 2023**

Applications from individuals with direct experience in any aspect of the sex industry and/or lived experience of illicit substance use are especially welcome. Our group welcomes Indigenous people, people of colour, and people of diverse abilities, genders and sexualities.