



**Position:** Safe Supply Support Worker – **Posting designated for persons with lived experience of substance use, particularly injection opioid use**

**Classification:** This is a 1 year term position under NEGEU Local 102

**Location:** 2131 Gottingen Street, Halifax

**Pay scale:** \$23.25/hour

**Hours:** 1.0 FTE, 37.5 hr/wk, schedule to be determined by Manager

**Posted:** **March 8, 2024**

## About NECHC

The North End Community Health Centre (NECHC) was created in 1971 to meet the needs of the residents of Halifax's North End. Today, it is the largest Community Health Centre in Nova Scotia with a staff of over forty-five people. The Centre provides primary care, outreach and health promotion and prevention programs using a collaborative and multidiscipline team. The NECHC serves one of the most diverse neighbourhoods in Halifax. The NECHC values collaboration, collegiality, teamwork, accountability, continuous quality improvement and respect for diversity.

## Vision

Strong community - healthy people.

## Mission

We support health and well-being in our community through quality primary health care, education and advocacy in an environment in which people are treated with respect and dignity and there is equitable access to services and programs.

## Values

Respect. Community. Compassion. Excellence. Innovation

## Diversity, Equity and Inclusion Commitment

The North End Community Health Centre is committed to being an inclusive organization. We are working to ensure our organization represents the diverse people and communities we serve. **This is a designated posting for people with lived experience of substance use; particularly people who have lived experience with injection drug use and/or opioid use disorder and treatment.**

Our position postings encourage members from the following communities to apply:

- Persons with lived experience
- Indigenous
- African Nova Scotian and/or people of African Descent
- People with disabilities
- Language minorities
- People of Colour and/or racially visible minorities
- Immigrant and refugee
- LGBT2SQ+
- Connected to the North End of Halifax



In order to self-declare inclusion in equity groups please complete the self-declaration form available on our website at [nehc.com](http://nehc.com) and submit it with your resume and cover letter.

Your declaration of membership in any of these equity groups will remain confidential.

## **Position Summary:**

The Safe Supply Program will provide essential services to people who use substances by providing prescribed alternatives to street level drugs and managing other health care needs. The main area of focus of this program is to support the prevention of harms associated with the toxic illicit drug supply in the community.

The Safe Supply Support Worker role does not provide direct health care but supports the client and the health care providers to ensure treatment plans are reflective of the person being cared for. In addition, this position will back fill for harm reduction outreach work with The Managed Alcohol Program (MAP) as required by the Manager.

As the first point of contact with the NEHC, this is a vital role to the success of the harm reduction programs and it is essential that staff are courteous, respectful, responsive and helpful to everyone. This position reports to the Harm Reduction Manager. Please see below for a more detailed outline of the position responsibilities.

## **Position Responsibilities**

The following duties reflect the broad scope of responsibilities but are not necessarily all-inclusive.

- Greeting (by phone or in person), registering and documenting patients into the electronic medical records system (EMR).
- Respond to general inquiries about the Safe Supply Program and manage referrals via email/phone.
- Determine eligibility for program based off an initial checklist and consultation with health physicians.
- Booking appointments as necessary.
- Completing weekly data collection and maintaining data base for program evaluation.
- Conducting urine drug screening when required, calling pharmacies and scheduling follow up appointments when necessary.
- Providing health case management support on MOSH phone line to triage and resolve requests or refer them appropriately for resolution, documenting as warranted.
- Attend and contribute to team meetings from an experience-based perspective.
- Provide feedback and share knowledge toward best practices for program development
- Occasional work within the community to educate and bring awareness about the Safe Supply Program (SSP) to potential service users and referral sources.
- Coordinating with pharmacies, hospitals and correctional services for clients transitioning in and out of these environments.
- Other duties as necessary.



### **Education requirements:**

- Completion of Grade 12 or equivalent (GED)
- Experience working in a collaborative environment and in a diverse and multicultural environment
- Office experience an asset but not required

### **Knowledge & Skills:**

- Experience with a computer and with Outlook and Microsoft Office.
- Communication skills.
- Team player.
- Ability to diffuse potentially disruptive situations.
- Ease with working in a computerized environment.
- Dependable, reliable, trustworthy, punctual, professional.
- Flexible and adaptable to change.
- Good attendance is a must

### **Judgement & Initiative:**

- Able to work with minimal supervision.
- Able to respond quickly and appropriately to emergency situations.
- Reports situations requiring attention to health team members.
- Adhere to policies and procedures.

### **How to Apply**

Those interested in applying for this position should email a cover letter and resume to [employment@nechc.com](mailto:employment@nechc.com) by March 8, 2024. We thank all applicants for their interest, only those selected for an interview will be contacted.

Please note that a vulnerable sector criminal record check is required for all NECHC employees working directly with clients, participants and patients, however we acknowledge that criminalization occurs disproportionately in some communities more than others, and a clear record is not required. Any items that come up on such a record check will be discussed confidentially during hiring.