**Job Description**

**Community Outreach Worker/ Experiential Worker[[1]](#footnote-1)**

**Hours:**

**Starting Wage:** Recommended $15 - $25 hourly based on experience and workplace requirements. (See Guide for paying peers: <http://www.bccdc.ca/resource-gallery/Documents/Educational%20Materials/Epid/Other/peer_payment-guide_2018.pdf>)

**Location(s) and Hours of Operation:**

**JOB SUMMARY:**

The Community Outreach Worker/ Experiential Worker has the role of promoting the safety and comfort of service users by providing non-judgmental, experience-based oversight, support and counseling. Community Outreach Workers/ Experiential Workers will also be involved in overdose response, including the administration of oxygen and naloxone in the event of an overdose. They provide referrals, harm reduction information and supplies for service users, including naloxone training, and contribute to the operations of the facility by assisting with maintaining a safe, clean and welcoming program space. Additionally, they provide flexible and tailored support based on each service user’s needs, including advocating for their wellbeing.

**DUTIES AND RESPONSIBILITIES:**

* Interact with service users and build relationships with them through non-judgmental, respectful and welcoming communication
* Distribute safer substance use and safer sex supplies
* Provide harm reduction education, including safer substance use, safer sex, STIs, and Naloxone administration
* Offer support to service users through active listening skills and non-judgmental attitude
* Provide flexible and tailored support for each service user, including advocating for their wellbeing
* Provide referrals for other services as required
* Share up-to-date information about local substance use trends and practices, as they emerge, with coworkers and peers
* Keep records about distribution, collection, training, and referrals, and write about their experiences with the goal of promoting the safety, comfort and well-being of service users and their communities
* Provide in office support as required, including monitoring for safety in the washrooms, maintaining a safe environment, and preparing supplies for distribution
* Attend team meetings and provide expertise based on lived experience
* Other ad hoc tasks as per the needs of the organization

**RECOMMENDED SKILLS:**

* Have or has had direct lived experience with substance use and related health and social conditions such as poverty, sex work, homelessness and/or other physical or mental health issues
* Have current knowledge of the local street scene and cultural norms related to street life and substance use
* Good inter-personal skills, including comfort approaching and initiating conversation with others and ability to build good rapport
* Excellent communications skills including active listening and ability to engage in difficult and sensitive conversations in an empathetic and respectful manner
* Working understanding of the importance of confidentiality and boundaries
* Demonstrated commitment to working in a team environment
* Demonstrated understanding and commitment to harm reduction principles and practices
* Dependable and able to show up for shifts agreed upon with supervisor
* Interest in learning and eager to educate peers with a non-judgmental attitude
* Good working knowledge of local health and social services
* Ability to follow direction, provide/receive feedback, and engage in proactive problem solving

**Note:** This job description was developed by employees with lived experience that currently work in similar roles. Organizations are welcome to tailor the job description as per their needs.

1. The job title should be determined with the individual with lived experience that is being hired [↑](#footnote-ref-1)