



INTERNAL/EXTERNAL JOB POSTING

Date Posted: December 22, 2021 Application Deadline: January 26, 2022

Job Title: Community Outreach Project Supervisor

Hours of Work: 35 hours/week, Full-time Contract (Contract Duration: February 1, 2022, to March 31, 2022)

Hourly Wage: \$32.96/hour plus 4% vacation pay

Department: Community Outreach & Employment Support

Reports to: Director of Programs

Classification: Non-bargaining unit member

About Us

Elizabeth Fry Toronto delivers gender-based, trauma-informed services and advocates for justice and equity for women and non-binary people who are criminalized and their families. We envision communities where women are not criminalized.

Summary

Elizabeth Fry Toronto operates a street outreach van to offer peer-based harm reduction supports and reduce the COVID-19 related social isolation faced by people who have been or are at increased risk of being in conflict with the law. Our primary focus is to connect with Black, Indigenous and People of Color (BIPOC) communities that are street-involved, homeless, living with or at risk of HIV/AIDS and Hep C, self-identify as people who use drugs, dealing with mental health challenges, income and food insecurity, isolation and significant barriers to access to services due to the COVID-19 pandemic. The van outreach activities are delivered city-wide across all of Toronto's neighbourhoods.

The Community Outreach Project Supervisor is responsible for the coordination, oversight, administration and delivery of van outreach activities. Using a harm reduction approach, the Project Supervisor will ensure that project staff engaged in street outreach efforts are able to "meet people where they are at" and help alleviate some of the wellness, health, personal safety, and service access challenges that the community members are facing. The Project Supervisor will also be responsible for driving the street outreach van and transporting harm reduction outreach workers to deliver project activities.

The Project Supervisor will adhere to the agency's values and service standards as well as program delivery and evaluation frameworks. The incumbent will demonstrate a high degree of professionalism, initiative, collaboration, and a solutions-oriented approach in the delivery of services. This dynamic position reports directly to the Director of Programs. Working within the mandated protocols, the Project Supervisor will be required to fulfill the following core duties:

Project Coordination and Delivery

- Ensure delivery of project activities through a client-centred, intersectional, feminist, harm reduction and trauma-informed lens.
- Conduct street-based outreach across different locations and neighbourhoods of Toronto four days per week

- Driving outreach van and transporting harm reduction outreach workers to deliver project activities
- Provide brief supportive counselling, harm reduction resources and information during outreach
- Provide ongoing support, practical assistance and appropriate referrals to services and programs as needed
- Provide written and verbal harm reduction information on safer injection strategies, vein and abscess care, overdose prevention and HIV, STI and Hepatitis transmission to service users
- Directly respond to service user needs and crisis situations as appropriate
- Provide training on overdose prevention and naloxone distribution
- Stock and maintain inventory of supplies to be distributed during van outreach shifts with support from project staff and collaborative partners

Community Development and Capacity Building

- Engage collaborative partners in referral processes and share information to identify community trends as well as gaps in programs and services
- Network with partners, stakeholders and other service providers
- Identify and support training and capacity building of harm reduction outreach workers engaged in the project
- Identify and support capacity building needs of partner agencies engaged in the project

Human Resources Coordination and Supervision

- Recruit, hire and orient Harm Reduction Outreach Workers
- Supervise and provide ongoing support to harm reduction outreach workers engaged in project activities
- Coordinate and ensure staffing for street outreach shifts
- Engage volunteers and/or placement students in project activities as needed

Administration

- Maintain client files according to agency and funder requirements/guidelines
- Track and keep accurate records on project activities for data entry
- Complete monthly stats and project information as required
- Evaluate the effectiveness of programs and services in collaboration with project partners

Other

- Participate in ongoing professional development and assist in the orientation and training of new staff, students, peers and volunteers
- Attend all agency-wide and team meetings to stay current with agency plans, learn about different programs, meet, and share information with colleagues
- Respond to telephones enquiries and communicated information
- Maintain the confidentiality and security of client and agency-related information
- Comply with agency Health and Safety Plan and other agency policies and procedures
- Apply gender-responsive, anti-racist and anti-oppressive approaches to work
- Perform other tasks as assigned by management

Qualifications and Skills

- Combination of some post-secondary education and significant experience in health promotion and/or community development

- Three to five years of relevant experience in a community setting
- Knowledge and comfort working with people from Indigenous communities, African/ Caribbean/Black communities, street youth, panhandlers, people who are homeless and under-housed, people who use drugs, and/or do sex work, prisoners/ex-prisoners, people with mental health challenges, people living with HIV and/or Hep C and people who identify as gay, lesbian, bi-sexual, and transgender
- Commitment to a trauma-informed, feminist, anti-racist, anti-oppression and harm reduction based practice
- Understanding of the health and social impact of the criminal justice system on individuals, especially women
- Significant knowledge of health-related social issues faced by people who use drugs
- Strong knowledge of harm reduction and opioid overdose prevention strategies
- Strong organizational, interpersonal, written and verbal communication skills
- Proficient in Microsoft Office and experience with electronic data collection
- Experience working with and within homeless and unhoused communities
- Experience with substance use and harm reduction
- Experience in program development, implementation, monitoring, evaluation
- Proficiency in language(s) other than English is considered an asset
- Demonstrated ability to work under pressure and meet deadlines
- Demonstrated ability to anticipate problems/conflicts and take appropriate actions, to organize and prioritize work
- Good decision-making and problem-solving skills using proper communication channels
- Ability to work independently as well as in a team environment
- Excellent interpersonal, relationship management, communication and organizational skills
- Demonstrates a commitment to a healthy and safe workplace for self and others by taking all reasonable precautions and working in compliance with agency policies, health and safety legislation and best practices
- **Valid driver's license required**

Application Instructions

Please send a cover letter and resume in **ONE document** to careers@efrytoronto.org by **January 26, 2022, no later than 5:00 pm**. Applicants must list **Community Outreach Project Supervisor (Full Time – Contract)** in the cover letter and the subject line of the email.

We appreciate all applications. Only candidates selected for an interview will be contacted.

Indigenous People, People from African/Caribbean/Black communities, Racialized People, Ex-prisoners, People living with HIV/HCV, People with disabilities, Lesbian, Gay, Bisexual, Transsexual, Transgender, Queer People and people from historically under-represented equity-seeking groups are strongly encouraged to apply. Elizabeth Fry Toronto is committed to providing accommodation to people who are differently-abled.

Elizabeth Fry Toronto, in accordance with its gender-responsive anti-racism and anti-oppression framework, welcomes application from people who reflect the diversity of our community.