

JOB POSTING



Position:	Manager, Harm Reduction
Component/Team:	Family, Community Health & Harm Reduction
Reports to:	Director, Family and Community Health & Harm Reduction
Type:	Full Time Permanent (35hrs / week)
Annual Salary Range:	\$82,336.80 - \$96,896.8
Reviewed:	December 2021
Benefits:	Competitive Benefits Package including: Pension plan, Health, dental and life insurance, 4 weeks of vacation, float holidays & paid sick days.

About SWCHC

Established in 1978, Somerset West Community Health Centre (SWCHC) is a non-profit, community-governed organization that serves over 16,000 clients annually. We combine primary health care services with a wide range of other health promotion and community development services, with a focus on improving the social determinants of health. We do this by removing barriers to accessing services for people who are vulnerable because of their age, income, ability, sexual orientation or gender identity, and language or culture.

Somerset West is deeply connected to the communities we serve. We pay particular attention to groups facing barriers, including people who are isolated seniors; those experiencing mental health challenges; those from ethnocultural, racialized or newcomer communities; those living with low-income; and those who are homeless or precariously housed. We value equity, diversity, caring and inclusion. We accept people without judgement and support them where they are at in their life.

SWCHC is looking for a skilled, caring, innovator and creative:

Manager, Harm Reduction

Who is responsible and accountable for the coordination and implementation of a wide range of harm reduction services in collaboration with Harm Reduction Team Leads and other Centre programs. These services include:

- the Needle Exchange and Safe Inhalation program (NESI),
- the Consumption and Treatment Service (CTS),
- Opioid Agonist Treatment service (OAT),
- Safe Supply project (SS),
- Drug Overdose Prevention and Education project (DOPE),
- the Peer Harm Reduction Worker project,
- COVID related initiatives including the Homeless Crisis Outreach Workers project (HCOW) and the Tom Brown Respite Centre partnership.

The Manager provides leadership and supervision to a large multidisciplinary team which includes regulated health care workers, harm reduction workers and people with lived and living experience of drug use.

Working with a non-judgemental approach and integrating a social determinants of health perspective, the Manager ensures that client lives are improved through SWCHC programs and services.

As an innovator and dynamic leader with tacit knowledge of the external environment and a broad spectrum of harm reduction issues, the Manager builds capacity within SWCHC and the community at large in saving and improving the lives of individuals who use substances.

All SWCHC Managers are responsible for creating a culture aligned with the mission and vision, fostering trust in the workplace, and exemplifying the attributes of an effective manager and leader commensurate to their position.

What you will do at SWCHC

1. Financial Management and Administration

- Develop program budget in collaboration with the Senior Leadership Team. Monitor program budgets, recommends adjustments as necessary. Approve program operating expenditures within budget and prepare relevant reports.
- Support data collection and analysis to support new funding requests.
- Liaise with funders, management, and community partners in collaboration with Director, Family Community Health & Harm Reduction as necessary.

2. Human Resource Management and Supervision

- Responsible for all front line management responsibilities related to the Manager's staff, including but not limited to the recruitment process, work plans, performance and coaching, leading team meetings, communications, scheduling, ensuring the health and safety of staff, etc., Delegates and monitors work as appropriate. Organizes team planning events and is responsible for resultant team plans.
- Lead by example in making decisions and solving problems which mitigate risk in situations which are complex and ambiguous, using data to support decision making. Demonstrate consistency, fairness, and promptness in decision making and communicates decisions in a transparent and clear manner.
- Inspire teams and individuals to achieve significant beneficial outcomes by focusing on integrated approaches and protocols which support safety and respect at all times.
- Chair/organize team meetings, set agendas, facilitate discussion and information flow; promote and enhance team functioning through support, coaching and conflict resolution. Consult with Director, Family Community Health & Harm Reduction on significant human resource issues.

3. Organizational Communications

- Support internal and external communications policies and procedures which promote awareness of and participation in organizational activities.
- Regularly communicate to management, staff teams, and external agencies on various initiatives and strategies within portfolio.
- Communicate to media and other external audiences on behalf of SWCHC as delegated by Executive Director and in compliance with communication guidelines.

4. SWCHC Strategic Direction Support

- Participate in SWCHC operational and strategic planning processes and takes a lead role in innovating and developing solutions to challenges within portfolio.
- Maintain an awareness of current issues in the SWCHC catchment area and beyond related to harm reduction and the opioid crisis. Shares responsibility for strategic direction decisions for SWCHC with other members of management.
- Lead, finalizes, and ensures success of operating plan and workplans within portfolio.

- As part of the planning role, provide support for the development and implementation of new projects and programs (e.g., help identify staff and resources needed to take on initiatives).
5. Development and Maintenance of Community Contacts
- Build, promote, and maintain strong partnerships with other Community Health and Social Service organizations, institutions (hospitals), community service agencies, funders, City of Ottawa departments and organizations at the local and provincial levels.
 - Coordinate, administer or participate in programs in collaboration with other external organizations when appropriate.
 - Promote awareness of issues of the program by addressing external audiences or media as per communication guidelines.
 - Participate and take a leadership role from time to time in local, regional and provincial activities that undertake sector-wide policy and program development, and in liaison with the Champlain LHIN as appropriate.
6. Organizational Management
- Organizational lead for harm reduction activities. Work to integrate training and services to support clients on an on-going basis. Work closely with other staff and management to increase awareness and support for a harm reduction approach across SWCHC.
 - Support coordination of accreditation efforts in collaboration with the Director, Family Community Health & Harm Reduction and management.
 - Participate in management rotation for “on call” duties after hours and on weekends.
 - Foster an organizational culture consistent with the SWCHC mission, vision, and values. As a member of management ensures transparent decision making, accountability, and communication processes are in place across SWCHC.
 - Create and maintains effective relationships with management and staff.
7. Program Development and Delivery
- Support staff in the delivery of high quality services and programs to clients which meet their needs, support safety and appropriate infection control/transmission issues, and are within legal and organizational policies and procedures.
 - Ensure timely and accurate reporting of various outcome requirements and measures. Takes initiative to develop planning frameworks with the Manager, Quality Improvement, to document the work and outcomes within portfolio, and to conduct research as appropriate.
 - Responsible for initiating and supporting program development, planning, evaluation within portfolio with an emphasis on program areas prioritized by the Director, Family Community Health & Harm Reduction.
 - Lead the development of new and expanded services within portfolio while applying a broad lens of understanding of harm reduction at both an individual and societal level.
 - Ensure program policies and procedures are updated on a regular basis.
 - Inform and assist Director, Family Community Health & Harm Reduction in meeting the changing needs of the community.

What you will bring to SWCHC:

- Master level degree in Nursing, Health Administration, Social Work or related discipline.
- Minimum five (5) years progressive management experience managing a multi-disciplinary team in health care or social services, including supervision of staff, preferably including staff working in an outreach capacity.
- Demonstrated leadership in the area of harm reduction, including the ability to design and successfully implement strategic initiatives which are effective in meeting the needs

of individuals who use substances. Prior direct experience in a supervised consumption site and/or addiction medicine is preferred.

- Superior relationship building ability. Excellent interpersonal, written and oral, communication skills when interacting with clients, staff, community members, the media and key community and government stakeholders in dynamic and contentious situations.
- Demonstrated broad based management skills including human resources, finance, strategic visioning and planning, innovation and business acumen, and change management. Sound judgment and decision-making skills, and ability to delegate
- Excellent project management skills. Strong problem solving, planning, decision-making, leadership, organizational and change management skills.
- Understanding of the Community Health Centre model of care and proven ability to support individuals in a respectful and dignified manner at all times.
- Demonstrated commitment to the principles of health equity, inclusion and anti-racism/anti-oppression
- Community program development and evaluation experience.
- Ability to bring teams together in a collaborative manner and support ongoing cohesiveness in a complex and dynamic environment.
- Knowledge of clinical presentations and therapeutic responses for individuals experiencing trauma, concurrent disorders and homelessness
- Familiarity with a range of harm reduction service types, including outreach, health promotion, drop-in, case management, addiction medicine, supervised consumption, and clinic-based services.
- Commitment to the principles of health equity, inclusion and anti-racist/anti-oppressive practice
- Proficient with word processing and spreadsheet at an intermediate level.

Good to have, but not mandatory:

- A relevant regulated health professional license.
- The ability to verbally communicate in both official languages is a strong asset.

If interested, please submit a cover letter and resume

to: <https://swchc.bamboohr.com/jobs/view.php?id=371>

We will receive applications through the interview process, once suitable candidate is selected the position will be closed.

Somerset West Community Health Centre is committed to the principles of access and equity and to building an organization that reflects the diversity of the communities we serve. This includes diversity in languages spoken, culture, race, religion, ability, sexual orientation, and gender identity and expression.

We are committed to anti-racism and anti-oppression principles and practice, and a work environment that is free from harassment.

Somerset West Community Health Centre is an equal opportunity employer who values the diversity of individuals in our programs and services.

We welcome and encourage applications from members of Indigenous, Black and racialized communities, Two-Spirit, nonbinary, LGBTQ+ people; people with disabilities; and members of other equity seeking groups. Applicants are encouraged to share accessibility needs in the application process, and every attempt will be made to accommodate them.

SWCHC is in full compliance of the Ontario Human Rights Code and the Canadian Human Rights Act.

Due to the high volume of applicants, we can neither confirm receipt of nor respond to inquiries regarding your application. Only candidates selected for an interview will be contacted.