

# JOB DESCRIPTION



**TITLE:** Peer Support Worker - Street Community Outreach

**LOCATION:** Victoria, BC

**TERM:** Full Time and Part-Time Contract

**WAGE:** \$20.50 - \$22.00/hr.

## OVERVIEW

### Who We Are

The Greater Victoria Coalition to End Homelessness (GVCEH) was formed in 2008 with a mission to end homelessness in the capital region. The GVCEH's activities center around funding effectiveness, system effectiveness, inclusiveness, evidence-based reporting, and building capacity. As a "backbone" organization, the GVCEH facilitates information sharing, relationship building, and strategic planning to ensure that collective efforts of stakeholders are making the greatest possible difference.

### Who You Are

You seek meaningful work surrounded by people who are passionate about homelessness from a rights-based perspective. You are values-driven and outcome oriented, thriving in a collaborative environment in which diverse stakeholders work toward a common goal. You are passionate about utilizing your own lived experiences, skills, and strategies for recovery in your work. You seek meaningful work in connecting with Persons with Living Experiences with homelessness through the lens of peer support service delivery and within the scope of the recovery philosophy. You are dedicated to bringing the voice of people with lived and living experience to the work you do within a supportive team environment, in on-to-one meetings in community with peers, and within larger group settings and meeting spaces.

### Why Choose Us

- Growth Opportunities – We encourage ongoing professional development
- Employee Support – We are leaders in responsive employee support options, including for contract and part-time employees
- Flexible Work Schedule – We offer the option to work remotely or to vary your work schedule when needed
- Collaborative and Inclusive Work Environment – We work together
- Great Location – We are in downtown Victoria and work across the region

## JOB SUMMARY

### Peer Support Worker - Street Community Outreach

This position supports the work of the Peer Housing Support Program and the Greater Victoria Coalition to End Homelessness and reports to the Peer Housing Support Coordinator. This position is responsible for the street community outreach peer support work of the GVCEH. This means working with stakeholders (persons with living experience, funders, partners, members,

interested parties and the community as a whole) to end homelessness throughout the Capital Region.

This position will provide training and ongoing collaborative program development opportunities while working as a valued member of a team in a supportive and dynamic environment. The Peer Support Worker is connected through active engagement and ongoing support service activities with persons with living/lived experiences of homelessness in a mutually supportive and relational structure. The Peer Support Worker is responsible for supporting peers in the local community in their unique and individual experiences, transitions, and recovery journeys from experiences with homelessness to self-defining, establishing, and maintaining safe and stable housing.

The Peer Housing Support service delivery model relies primarily on a recovery-based and peer-centered support approach that is evidence-based through published research, and through the Peer Housing Support Program's peer research activities. The Peer Support Worker strives to connect with peers through shared experience in ways that strengthen hope, reduce power imbalances, and provide social and emotional support for those who may be experiencing challenges in their unique journeys. The Peer Housing Support Program is continuously being led and developed by Persons with Living/Lived Experiences of homelessness and is deeply rooted within the best practices of the recovery philosophy and the regional peer support movement.

**1. Peer Support: 60%**

- a. Provide one-to-one support and/or group support with peers that is consistent with the required training, program framework, and peer-centered philosophy and approach.
- b. Maintain clear communication and regular meeting times with peers in the community on an ongoing basis as needed by the peer(s).
- c. Be aware of and utilize effective time management and boundary setting skills while providing support for peers.
- d. Provide a level of support for peers in their journeys that allows for self-determination, personal empowerment, growth, safety, and wellness.
- e. Maintain and develop a strong level of understanding and initiative in support and connection with peers for local resources, supports, and services that they may benefit from, and wish to seek out.
- f. Demonstrate a strong level of comfort and adaptability in providing support for individuals from diverse backgrounds, life experiences, and for those who may be at varied stages of their recovery journeys with experiences with homelessness.
- g. Maintain and demonstrate a strong knowledge of personal self-care practices, and personal and professional boundary-setting.
- h. Be responsible for knowing when to seek assistance within the team and with the Program Coordinator and/or other members of staff when specific challenges arise in relation to working with peers, in the workplace, or out in the community.
- i. Maintain and plan a schedule that does not exceed contracted hours per week, including any peer support activities, required meetings, and administrative responsibilities.
- j. Other duties as required.

**2. Teamwork: 25%**

- a. Attend and prepare for bi-weekly training workshop meetings, community of practice meetings, and other scheduled team meetings as required.
- b. Maintain active and respectful communication with team members and all members of staff.
- c. Be responsible for knowing when to seek assistance or support within the team environment.
- d. Share learning, challenges, successes, best practices, community connections, and resources with the team and members of staff.
- e. Provide feedback and knowledge contribution toward best practices for service delivery and ongoing program development.

**3. Administration: 15%**

- a. Demonstrate a basic understanding and moderate level of competency in utilizing Microsoft Office computer programs: (ie: Outlook; Excel; Word, etc.)
- b. Demonstrate basic skills and knowledge in utilizing smartphone technology.
- c. Communicate effectively through phone, text and email communication as required.

## EDUCATION, TRAINING & EXPERIENCE

This position is open to Persons with Living/Lived Experiences with homelessness.

## MINIMUM COMPETENCIES

Must possess the following enabling competencies:

- Ability to **reflect on and utilize lived experiences, skills, and strategies with homelessness** as a core foundation of work with peers.
- Ability to **acknowledge the benefit of the mutually shared experience** as a supportive technique.
- Ability to **recognize, identify, and utilize effective boundary setting** as a method for maintaining personal wellness and ensuring the maintenance of a supportive work environment with peers and with the team.
- Ability to **contribute to the maintenance of a supportive environment** in interactions with peers, fellow team members, and other members of staff.
- Ability to **understand the importance and value of the peer-centered approach** to support service delivery.