

JOB DESCRIPTION

TITLE: Peer Support Team Lead
LOCATION: Victoria, BC
TERM: Full-Time Contract
WAGE: \$24.00/hr.



greater victoria
coalition to end
homelessness
hope has found a home

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, leadership skills, strategies for recovery and best practices for support services delivery in your work. You seek meaningful work in a leadership role, guided by your lived experiences and professional peer support background. You utilize a strong understanding of the recovery philosophy and person-centered approach when supporting your team and your peers within the community. 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, and in larger group settings and meeting spaces that will include community members from diverse backgrounds and skillsets.

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 (when able to), 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 Team Lead

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 collaborative supervision and leadership of the peer support work for the GVCEH. This means working with your team, fellow staff members, and stakeholders (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 Team Lead is connected through active engagement and ongoing support service

activities with Peer Support Workers and community members with living/lived experiences of homelessness in a mutually supportive and relational structure. The Peer Support Team Lead is responsible for providing leadership and support for Peer Support Workers in the team environment and for each team member's unique and individual work plan. The Peer Support Team Lead will actively collaborate with the Peer Housing Support Coordinator and the Peer Housing Support Team in group settings to support the ongoing development of the program, and for the creation and maintenance of best practices within the supports and housing services sector.

The Peer Housing Support service delivery model relies primarily on a recovery-based and person-centered support approach that is evidence-based through published research and through the Peer Housing Support Program's peer research activities. The Peer Support Team Lead strives to connect with Peer Support Workers and 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 work and 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 Leadership: 50%

- a. Provide leadership and one-to-one and/or group support with peer support workers and peers that is consistent with the required training, the program framework, and the peer-centered philosophy and approach.
- b. Maintain clear communication and regular meeting times with peer support workers and peers in the community on an ongoing basis as needed by peer support workers and peers who are working with and being supported through the program.
- c. Be aware of and utilize effective time management and boundary setting skills while providing support for peer support workers and peers.
- d. Provide a level of support through leadership with peer support workers that allows for continuous development of self-determination, personal empowerment, growth, safety, and wellness.
- e. Maintain and develop a strong level of understanding and initiative with peer support workers individually and within the team setting for connecting to local resources, supports, and services that may benefit their work with supporting peers.
- 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, with the Program Coordinator, or other members of staff when specific challenges arise in relation to supporting the team, working in the workplace, or working remotely in the community.
- i. Maintain and plan a schedule that does not exceed contracted hours per week, including any team lead activities, required meetings, and administrative responsibilities.
- j. Other duties as required.

2. Teamwork: 30%

- a. Attend and prepare for bi-weekly training workshop meetings, community of practice meetings and other scheduled individual and group team meetings as required.
- b. Maintain active and respectful communication with all team members and all members of staff.
- c. Be responsible for knowing when to seek assistance or support within the team environment.
- d. Work in direct partnership with the Peer Housing Support Coordinator to implement and maintain the activities of the program and the individual work plans of all peer support workers.
- e. Share learning, challenges, successes, best practices, community connections, and resources with the team, the program coordinator, and other members of staff.
- f. Provide feedback and knowledge contribution toward best practices for peer support service delivery and ongoing program development.

3. Administration: 20%

- a. Demonstrate strong skills and knowledge in utilizing smartphone technology.
- b. Communicate timely and effectively through phone, text, email, and online meeting platforms as required.
- c. Submit reports written in Word and Excel as required.

EDUCATION, TRAINING & EXPERIENCE

- **This position is open to Persons with Lived Experiences with homelessness.**
- Applicants with a certification, degree, or professional training in peer support and/or community support service work will be given preference.
- Applicants will demonstrate current or previous experience and knowledge with working in a team setting.
- Applicants will demonstrate a strong understanding and independent level of competency in using Microsoft Office computer programs: ie: Outlook; Excel; Word, etc.

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.