

## **JOB POSTING 2024-19**

### **Internal & External-Extended**

**Position:** Peer Support Coordinator

**Status:** Temporary Part-time Up to December 31<sup>st</sup>, 2024.

**Work Sites:** Programs & Services

**Shifts:** To be determined

**Wage/Salary:** Grid Level 12 Wage \$29.17

**Posting Date:** April 12, 2024

**Closing Date:** April 19, 2024

The Peer Support Coordinator is an exciting new role for the Squamish Helping Hands Society. In this role the incumbent will oversee the duties of volunteers in our peer programs including supporting the SHHS Peer Witnesses. The Peer Coordinator will ensure accurate honorarium payments are being administered to the Peer Volunteer/Witnesses for the duties they have performed. The incumbent must be comfortable with networking with external resources that may enhance the Peer Volunteers/Witness development.

This position is open to all staff and evaluated in accordance with the Collective Agreement. Qualified internal candidates shall be considered and interviewed prior to external candidates.

Squamish Helping Hands is an equal opportunity employer, committed to recruiting an inclusive workforce that reflects the community we serve. We encourage applicants from diverse backgrounds, including Indigenous applicants, all genders, nationalities, and persons with disabilities.

This position requires membership in the Union.

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#### **JOB DESCRIPTION:**

Under the direction and support of the Manager of Integrated Participant Care Resources (IPCR) the role tasks and responsibilities are the following:

**Peer Witness Coordination:**

- a. **Peer support and supervision:**



- i. Orient and support peers in their volunteer roles, outline expectations, create opportunities for feedback and open communication.
  - ii. Help people arrive to their shifts on time.
  - iii. Mediate and help resolve minor conflicts, misunderstandings, or disputes.
  - iv. Help schedule and coordinate the peer volunteer in the various roles and programs with consistent check ins and guidance in collaboration with the Manager of IPCR (in coordination with other SHHS staff when needed).
  - v. Empower peers to effectively advocate for their needs and the needs of the community.
  - vi. Advocate on behalf of peers when requested/needed to communicate their needs to relevant agencies/organizations (including SHHS)
  - vii. Provide peer development and foster independence.
- b. Contribute to the design, implementation, and evaluation of Peer Programs:**
- i. Support the development, planning, and implementation of peer support programs in collaboration with the SHHS IPCR Manager and peer input, addressing the unique needs of the community.
  - ii. In collaboration with the IPCR Manager, establish evaluation metrics for peer programs and peer witness role.
  - iii. Regularly assess program effectiveness through participant feedback, data analysis, and community impact.
  - iv. Regularly engage with community members, peers, and staff to assess evolving needs, in consultation with the IPCR Manager.
  - v. Explore the creation of more peer witness roles for those with more experience and capacity using research and best practices.
- c. Data Management:**
- i. Maintain accurate, up-to-date, and comprehensive records of program attendance, successes, and outcomes in the designated locations.
  - ii. Utilize and share data for ongoing program improvement and reporting in compliance with data privacy policy and legislation.

**Peer Support:**

**a. Individualized Support:**

- i. Provide one-on-one support to peers, helping them navigate resources and overcome challenges to succeed in programs and peer witness roles.



- ii. Foster a supportive environment that encourages personal growth and community connections.

**b. Group Facilitation:**

- i. Organize and facilitate peer group activities, workshops, and support sessions, as needed, in collaboration with the IPCR Manager and other relevant SHHS team members.
- ii. Coordinate and provide necessary supplies and resources for peers to succeed in their programs.

**c. Peer Safety:**

- i. Conduct debriefing sessions with peer support workers after critical incidents such as overdoses.
- ii. Provide emotional support, discuss lessons learned, and implement strategies for future prevention.
- iii. Contribute to the development and implementation of safety protocols for peer support activities.
- iv. Regularly assess and report/address potential safety risks within peer programs.

**d. Capacity Building:**

- i. Identify opportunities for capacity building among peers.
- ii. Contribute to the development of training initiatives to enhance the skills and resilience of peer participants.

**e. Advocacy:**

- i. Facilitate training and support for peers involved in advocacy roles.

**f. Honorarium Payment Processing:**

- i. Administer payment systems for peer participation, ensuring accuracy and compliance.
- ii. Collaborate with the finance department to address any payment-related issues and support the development of good systems.

**g. Record Keeping:**

- i. Maintain detailed and confidential records of peer participation and payments. Generate reports as needed.

**Training and Development:**

- a. Training Program Coordination:



- i. Contribute to the development of training sessions for peers, focusing on skill-building and empowerment, helping to ensure training content remains relevant and impactful (aligned with SHHS strategy).
  - ii. Coordinate training sessions for peers, including booking of venues, organizing lunches (where funded), and ensuring all required equipment and resources are available.
- b. Professional Development:
- i. Stay informed about the latest trends and best practices in peer support.
  - ii. Support ongoing professional development opportunities for peer participants.
  - iii. Helping peers access training and skill development opportunities as needed.

**Collaboration and Networking:**

**a. Community Relationship Building:**

- i. Cultivate positive relationships with community partners, organizations, and local businesses regarding peer programs and build connections with other relevant SHHS leaders and staff.
- ii. Represent Squamish Helping Hands Society at community events and meetings when requested.

**Add additional responsibilities, as necessary.**

Promotes public awareness and support for the Peer program. May contribute to the production of promotional materials. May attend community related events.

The candidate would have the following:

- Attitude and values which are compatible with the Vision, Mission, and Values of SHHS
- Extensive knowledge of Harm Reduction and Housing First Model of operation.
- This position plays a key role in promoting a culture of dignity, growth, inclusion and belonging within a positive, vibrant, and healthy workplace culture.
- Setting a strong example for those who they work with on shift, providing a professional considered approach to problem solving as they guide the events and tasks of their shifts.



### QUALIFICATIONS AND EXPERIENCE

- Diploma in a related human/social service field
- 2-3 years recent related experience
- Experience working with people with extensive barriers preferred
- Experience working collaboratively with volunteers and co-workers
- First Aid Certificate
- Strong interpersonal skills
- Effective communication and computer skills
- Conflict Resolution Skills

Interested individuals should apply by providing a **resume and cover** letter to SHHS Human Resources at [info@shhs.ca](mailto:info@shhs.ca) quoting the **Posting No. in the subject line**. We thank and acknowledge all applicants and will proactively contact those selected for an interview.

For more information on the various focus areas please contact [info@shhs.ca](mailto:info@shhs.ca)

**Note that Squamish Helping Hands workplace currently falls under a Provincial Health Order that requires workers to be fully vaccinated for COVID-19.**