

# Peer Support Worker

## Community Health Centre

### Temporary | Full-Time

The road to recovery is not straight and we acknowledge that everyone's journey is different. We know how hard it is to seek and accept support you when you are in a dark place. The Peer Support Worker understands this because they have LIVED it. This role is critical to our community, as the Peer Support Worker is one of the first welcoming people from the Alex that our clients meet. In order to thrive in this role, you must have walked this path yourself and come out successfully on the other side with the stability and skillset to interact comfortably with humans who are active in their disease. You demonstrate mastery of the delicate balance between engaging with empathy and compassion, while maintaining professional boundaries. You are an advocate who believes deeply in harm reduction and trauma-informed care. If this sounds like you, please read on before reaching out to let us know that you are interested in discussing how you can share your wisdom and skills to support others.

#### **What we do and why we do it:**

The Alex Community Health Centre provides comprehensive health services in a multidisciplinary team through a welcoming, accessible, confidential, non-judgmental, and trauma-informed environment. The goal of the Mental Health and Addiction Outreach Initiative (MAOI) Team is to provide outreach services to connect vulnerable and often street-involved Calgarians to health care and essential services. Services include support related to substance use, mental and physical health as well as social supports to reduce barriers and to improve clients' health outcomes.

Reporting to the MAOI Team Lead the Peer Support Worker will work in collaboration with the Community and Youth Health Centre Team, the Rapid Access Addiction Medicine (RAAM) team, and other Alex staff to support individuals of all ages, who are experiencing challenges associated with mental health and addictions. Working from a recovery orientated framework with principles of harm reduction, trauma-informed care, the Outreach Worker delivers front-line, flexible, and proactive outreach to support individuals to achieve stability and wellness.

#### **What you will do:**

- Using the strengths and stability gained from one's own recovery to connect with clients through shared lived experience
- Provide outreach peer support for people impacted by substance use using a recovery oriented framework and harm reduction philosophy
- Promote peer support philosophy and empower people through their recovery journey
- Connect clients to supports such as obtaining identification, housing and other basic needs
- Build relationships with clients to understand community context and reduce barriers that limit access to health and social support
- Apply principles of harm reduction and trauma-informed care in all interactions
- Occasionally, respond to crises and urgent situations
- Assist other staff in Facilitating recovery and harm reduction oriented groups

- Participate in data collection and program evaluation
- Occasionally, Drive clients to approved community destinations (paused during the COVID-19 pandemic)
- Adhere to Peer Support Canada's Code of Conduct and Standards of Practice
- Complete required documentation to ensure accurate, timely, and useful collection of client information and program data.
- Other duties as required

#### **What you will bring:**

- Completion of the CMHA Calgary School of Peer Support course considered a strong asset
- Two years related experience (volunteering or paid), preferably in peer support working with individuals with substance use or mental health concerns
- Strong understanding of Peer Support Competencies, Peer Support Core Values and Peer Support Code of Conduct
- Up to date First Aid Level C – CPR & AED is required
- Class 5 non-GDL driver's license, a personal vehicle, a clean driver' abstract, and \$2 million liability insurance
- Confidence and realistic optimism about the recovery process, that was gained through personal, Lived experience
- Ability and Comfort working independently and contributing positively as part of a team
- Superior interpersonal skills and confidence initiating conversations with clients.
- Basic computer skills
- High level of self-awareness, initiative and self-motivation
- Flexible and adaptable to varied client goals and stages of readiness and to working in multiple environments with diverse clientele.
- Determined and committed to excellence for oneself and others.
- Non-violent Crisis Intervention and Mental Health First Aid an asset
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commission (TRC) 94 Calls to Action considered an asset

#### **Work Environment**

- 1 FTE - 37.5 hours/week
- This role primarily takes place in the community performing outreach which will include a combination of driving, sitting, standing, and walking, possibly for extended periods of time in all weather conditions.
- Strength and endurance to walk while carrying a backpack that may weigh approximately 15lbs for several hours at a time is required
- In-office components include: Physical dexterity to handle a mouse and keyboard; ability to read words on paper and computer screens
- Ability to engage in verbal interactions with clients, colleagues, and the public on a regular basis

**Driving on Behalf of The Alex:**

This position requires you to use your own vehicle for work-related use or drive Alex vehicles for work purposes including occasionally transporting clients. Where required, candidates must show proof of a class 5 non-GDL driver's license, a personal vehicle, a clean 5-year drivers abstract, and \$2 million liability insurance to meet our insurance provider's requirements.

**How to apply:**

If you are as passionate as we are about making a difference in people's lives, please visit our Career Centre: [Jobs at The Alex | The Alex.](#)

*This position will remain open until a suitable candidate is found. We thank all applicants for their interest, however, only those selected for an interview will be contacted.*

For further information about The Alex and its programs, we encourage you to visit our website at [www.thealex.ca](http://www.thealex.ca)