



Manager, Safer Opioid Supply Program

1 - Full-Time, Permanent Position, 1.0 FTE (35 hrs/Week)

Parkdale Queen West Community Health Centre (PQWCHC) is a dynamic, community-based health care organization serving mid-west downtown Toronto. Offering a broad range of services, including primary health care, dental care, harm reduction, health promotion, counselling, and community development programming, we are also committed to serving people who face barriers to health care, and we strive to reduce these barriers.

We are seeking one experienced program manager to lead the safer opioid supply programs at PQWCHC. As a progressive leader, committed to anti-oppression, harm reduction, cultural awareness and responsiveness in working with diverse populations, you will welcome this opportunity to contribute to a vision of: **Inclusive Communities. Responsive Healthcare. Healthier Lives.**

General Responsibilities:

Reporting to the Director of Harm Reduction Services, you will be responsible for overseeing the daily operation of the Safer Opioid Supply (SOS) mobile and fixed-site teams. You will provide the necessary hiring, training, supervision and support to a multidisciplinary team of NPs, RNs, counsellors and case managers to ensure quality and efficiency of services to individuals who are eligible and require safer opioid supply (SOS). The SOS manager will work in collaboration with the data and evaluation specialist to continue the development of the program, integration of new work tools and evolution of program activities to meet expected deliverables and community needs.

There is the added focus on the Centre's priority populations: individuals who are homeless, living with mental health and substance use, individuals who are LGBTQ, Indigenous Peoples, racialized, youth, seniors and families living in poverty.

Specific Responsibilities: As a SOS Manager you will:

- Support both the SOS Fixed-Site and Mobile teams by providing direct staff supervision and individual development support to deliver consistent high-quality service to all SOS Clients
- Support the development of program structure and activities to increase capacity and develop a strong program model
- Work with the Data and Evaluation Specialist to integrate client advisory feedback to inform program development, research obligations and other engagement opportunities
- Work closely with program partners and the community stakeholders to identify current and emerging SOS care and support needs and service gaps, to enhance access to SOS programming.
- Lead the quality improvement and quality assurance initiatives to ensure that SOS continues to grow and evolve including the updating of program protocols, iterating the staffing models, advocacy & leading change management processes
- Oversee budgets and financial planning for the SOS programs

QUALIFICATIONS

- Completion of post-secondary education in a relevant discipline and/or related experience
- 3-5 years experience supervising, training, and coaching staff in a unionized environment.
- 2-3 years in managing in a clinical setting, strong priority will be given to individuals with clinical expertise or equivalent experience
- Experience working with staff and service users who come from diverse racial, gender, ethnic, and cultural backgrounds and who may have lived experienced of homelessness, living in poverty, mental health, social isolation, and substance use.
- Strong understanding of and commitment to harm reduction, trauma-informed, and anti-oppression practices.
- Highly developed skills in community development and teambuilding.
- Proven financial and budget management skills.
- Thorough knowledge of legislation relevant to operating the SOS, including, Ontario Human Rights Code, *Occupational Health and Safety Act*, *Employment Standards Act*.
- Extensive advocacy, crisis intervention and prevention, conflict resolution, and negotiation skills.
- Extensive knowledge of community-based resources.
- Excellent written and oral communication skills.
- Computer literacy.

Compensation: Competitive salary (commensurate with experience) plus Group Benefits and HOOPP (Healthcare of Ontario Pension Plan)



If you are interested in joining a creative and dedicated team, we want to hear from you! Please send your resume and cover letter **in a single document** (MS Word or PDF format only) to ecastaneda@pqwchc.ca, quoting "**Manager - SOS**" in the subject line. Please submit application by: June 9, 2023. We truly appreciate your interest; however, only those candidates selected for an interview will be contacted.

Please also note that the successful candidate will be required to provide a police vulnerable sector check as a condition of employment, however strong consideration is made to the type of offense. Employment is conditional upon having had a full series of COVID-19 vaccinations (2 doses, plus a booster within the past 6-12 months) 14 days before starting employment.