



**Outreach Worker
Program to Access Treatment for HIV and Support (PATHS)**

Job Summary

The Manitoba HIV Program's "Program to Access Treatment for HIV and Support (PATHS)" is an interdisciplinary outreach-based service model of care that provides intensive case management for people living with HIV (PLHIV) in Manitoba who are not linked, or precariously linked to HIV care. The goals of the clinical outreach team are to:

- Provide wrap-around care with psychosocial supports to PLHIV,
- Offer and link to culturally relevant and Indigenous led care,
- Support PLHIV to access and adhere to HIV treatment medication, and
- Support PLHIV to transition to long term primary care services.

Reporting to the Director of Primary Care, Nine Circles Community Health Centre, the PATHS Outreach Worker works as part of an interdisciplinary team to provide outreach services to vulnerable and marginalized clients diagnosed with HIV.

Working Conditions

The job is full -time, 77.5 hours (including holiday pay related hours) per two-week period (2015 hours annually including holiday pay hours). Regular hours for a 1.0 EFT position are 7.75 hours per day (net of breaks). Regular work hours fall between 8:00 am and 8:00 pm. Regular workdays occur Monday through Friday. Occasional weekend shifts may be required. Overtime and flex time is not a normal requirement of this position. Should department operations require such scheduling adjustments, these must be approved in advance by the Program Director.

- Location is 705 Broadway and various community locations.
- Requires mobility in community settings and at the worksite.
- Requires good manual dexterity, visual and aural acuity.

A vehicle is required for this position.

Qualifications

Education

- A combination of health-related education, certificates, or diploma and experience working in social services supporting clients living with substance use and mental health concerns.

Knowledge, Skills, and Experience

- Demonstrated ability to work with marginalized and culturally diverse populations.
- Demonstrated ability to establish rapport with clients and families in order to explore issues that are beyond the initial presented concerns.
- Working knowledge of harm reduction principles.
- Basic Cardiac Life Support Certificate.
- Manitoba Indigenous Cultural Safety Training (MICST) (or obtained within 1 year of employment).
- BC-CfE Working Together: Interprofessional Care in HIV (or obtained within three months of employment).
- Excellent interpersonal and communication skills.
- Able to work independently and effectively in a team environment.
- Experience in electronic medical records and working knowledge of medical charting systems and principles.
- Demonstrated computer competency and experience working with Microsoft applications including Word, Excel, Power Point, and Outlook.
- Able to effectively manage multiple tasks and inquiries.
- Able to maintain confidential and sensitive information.
- Able to manage inter-personal conflict in a respectful manner.
- Valid Class 5 driver's license and access to a personal vehicle for business-related purposes.

Preferred

- Knowledge of cultural safety and experience working with/in Indigenous communities.
- Knowledge of and understanding of 2SLGBTQ* population issues, substance use, mental health issues, multi-cultural considerations, street health, family violence, and sexual health.
- Experience working in an outreach capacity.
- Competency in an Indigenous language.

Required Immunization & Testing

- Rubella
- Measles
- Hepatitis B
- Varicella
- Tuberculosis screening (TST)
- Covid -19

Duties/Responsibilities

- Provides outreach support to PLHIV who are not linked to care or precariously linked to care. Service is provided in non-traditional settings which may include community spaces and drop-ins, shelters, encampments, community agencies, residences, correctional settings, withdrawal management centers, primary care clinics, hotels, parks and streets.

- Provides client care in a competent, safe and understanding manner that encourages client participation, empowerment and respect.
- Observing client's health condition and reporting concerns to PATHS Primary Care Nurse or delegate.
- Arranges, plans, escorts and accompanies clients to medical appointments and errands as they relate to psychosocial support.
- Creates linkages to other community resources and assists clients with applications and support to connect.
- Provides brief assessment and planning on issues related to social determinants of health including income security, housing, social supports, self-efficacy and self-care.
- Identifies client's needs for services and develops alternate strategies for client support, education, and follow up care with the interdisciplinary team.
- Assesses high-risk situations and provides crisis interventions, utilizing de-escalation skills to manage aggressive behaviour.
- Promotes development of life skills in clients by providing them with information and practical assistance to meet their basic needs.
- Encourages client empowerment, capacity to exercise choice, and actively participates in decisions affecting their health and care plans.
- Attends meetings and participates in client care planning and service coordination.
- Maintains accurate record of outreach activities.
- Prepares and maintains documentation standards per workplace policy and procedure.
- Performs other duties as assigned.

Authority and Accountability

Reporting

This position reports to the Director of Primary Care, Nine Circles Community Health Centre.

Delegated Authority

- Issuance of Nine Circles mobile phone

Accountability

The position is accountable for:

- Functioning and executing department operations in order to support and uphold the Department's mandate. This includes maintaining all files, records, systems, and documents with an appropriate audit trail, including maintenance of relevant working documents.
- Regular communication with Program Coordinator including regular check-in meetings.
- Ensuring proper authorization has been obtained by the Director of Primary Care as part of all department operations.
- Following all prescribed department procedures.

- The efficient, effective, accurate and timely performance of the duties and responsibilities listed above.
- Consulting with Program Director on all materials and communication tools developed on behalf of the Program before wide distribution (e.g. forms, reference sheets).
- Identification and collection of performance and quality improvement data.
- Maintenance of productivity standards and practices, effective time management and prioritization of work.
- Active participation in relevant meetings, committees and assigned projects.
- Development and implementation of an individual plan for professional growth and development including participation in professional organizations and activities, workshops, seminars and staff development.
- Adherence to Nine Circles policies and procedures and Standards of Care guidelines
- Adherence with Personal Health Information Act, the Federal Personal Information and Electronic Documents Act.
- Demonstrates discretion and tact when dealing with highly confidential materials and matters.
- Represents Nine Circles professionally and competently including exercising due diligence in all duties and operations.

Performance Standards

A probationary Performance Assessment is scheduled within the first six months of start date. A Performance Conversation is completed at the one-year anniversary date, after which they will occur every year. Matters of performance are discussed as part of regular program check-in meetings with the Director of Primary Care.

Salary and Benefits

The position is classified as Group 56, on the CUPE salary scale. A comprehensive benefit package is provided as per employee eligibility via HEB Manitoba.

This position is covered by the Collective Agreement between CUPE and Nine Circles Community Health Centre. The Collective Agreement governs pay scales, benefits, arbitration, termination and other terms of employment. Union membership is required.

Funding for all Nine Circles positions are subject to change.

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