



SafeLink Alberta (formerly HIV Community Link) is an organization delivering services throughout Southern Alberta. As a non-profit organization, we work to reduce the harms associated with sexual activity and substance use. We serve and advocate for priority populations by offering low-barrier, non-judgemental, and informed programs and services. We offer a fun and energetic environment that provide opportunities for you to utilize your talents and develop new skills.

Service Navigator

At SafeLink Alberta, we have a clear vision: to be the place where a diverse mix of talented people want to come, stay and do their best work. SafeLink Alberta's dedication to promoting diversity, multiculturalism, and inclusion is clearly reflected in all that we do. Diversity is more than a commitment at SafeLink Alberta - it is the foundation of what we do. We are fully focused on equality and believe deeply in diversity of race, gender, sexual orientation, religion, ethnicity, national origin, and any other difference that makes us all unique.

Reporting to the Lead, Outreach and Peer Support, the Service Navigator will be responsible for delivering comprehensive and individualized support services to clients based on our mission to reduce the harms associated with sexual activity and substance use. This includes working with individuals who use substances, with those living with or affected by HIV, HCV, and other STBBI's, and with adults involved in sex work.

The focus of service delivery is to enhance participant safety, well-being, and connection to health and social services. Program activities include assessment, goal setting, intervention, education, emotional support, community-based outreach, system navigation, advocacy, and assistance with basic needs. The role also includes providing client support in the Medicine Hat drop-in space as well as outside the agency through street and community-based outreach.

This is a full-time position (35 hours a week), located in Medicine Hat, working primarily Monday to Friday. A flexible schedule including day, evening, and weekend availability will be required, particularly for outreach and community event attendance.

Key Accountabilities

Outreach

- Provide People Who Use Drugs (PWUD) and people living with or affected by Sexually Transmitted and Blood Borne Infections (STBBIs) with system navigation, support, and education, both in-office and through mobile, street-level, and community-based outreach.
- Assess client needs in the areas of health, housing, income security, social support, legal matters, substance use, and harm reduction.
- Engage clients in the development of a service plan based on client-identified needs (including setting measurable client driven goals, identifying associated tasks, and establishing attainable timelines).
- Provide emotional support, crisis intervention, and education both in the office and in community-based settings.
- Coordinate a network of services on behalf of clients by bridging communication gaps between clients and service providers, attending and/or arranging referrals and case conferences, and accompanying clients to appointments as appropriate.
- Advocate on behalf of clients to address barriers to accessing services.
- Understand and communicate key agency positions and values in a professional and situation

appropriate manner.

- With the support of the Lead, Outreach and Peer Services and in collaboration with team members, facilitate case discussions to support knowledge development and client-centered care.
- Conduct substance use debris mitigation in community spaces.
- Maintain program statistics, documentation, and participate in ongoing program evaluation and reporting.

Education and Capacity Building

- Engage in prevention discussions and activities, including the preparation and distribution of harm reduction supplies (safer sex and drug use equipment) based on client needs.
- In collaboration with the Lead, Outreach and Peer Services, develop and maintain inter-agency collaborative relationships with community partners to enhance service delivery across the system of care.
- Support the Lead, Outreach and Peer Services with scheduling all outreach activities.
- In collaboration with Lead, Outreach and Peer Services, and with the Education and Capacity Building team, participate in the development and delivery of educational sessions on a variety of harm reduction related topics.
- Maintain and enhance knowledge of emerging information and trends in HIV, HCV and other STBBI related issues through ongoing self-directed learning.

Qualifications/ Key Competencies

- Minimum of three years direct work experience in a front-line or client-focused support setting.
- People with Lived or Living Experience (PWLLE) of substance use are strongly encouraged to apply.
- Minimum diploma in Social Work or a related field an asset but is not required. Current registration with relevant professional body as applicable is necessary.
- A strengths-based, risk-reduction, and rights-based philosophy of service provision required.
- Knowledge of HIV, hepatitis C, gender and sexual diversities, sex work, and related issues is desired (training can be provided).
- Foundational knowledge of, and theoretical orientation to, intersectionality, trauma-informed, and anti-oppressive practice frameworks.
- Demonstrated cultural awareness and responsiveness in working across diverse populations.
- A thorough knowledge of local social service programs and community resources, as well as a willingness to maintain positive partnerships is required.
- Strong knowledge of mental health and addictions-related issues and interventions.
- Public speaking and presentation experience is an asset but not required.
- Current Non-Violent Crisis Intervention (NVC) or MANDT, Suicide Intervention (ASIST), and First Aid/CPR certifications an asset. Training will be provided as needed.
- Ability to carry a backpack (up to 25lbs) and travel on foot year-round is required.
- A valid driver's license and access to reliable transportation is required.
- Ability and willingness to transport clients in personal vehicle may be required.
- Provision of a criminal security check with vulnerable sector search. A positive criminal record check will not necessarily preclude a candidate from being hired - decisions will be made on an individual basis and all information will be kept confidential.
- Proof vehicle registration and \$2 million liability insurance required.
- Adheres to organizational policy and procedures including confidentiality practices.

Compensation

The salary range for this position is \$41,417.00 - \$49,396.50 per year.

SafeLink Alberta offers a comprehensive health and dental benefits package, including access to EAP services and an RRSP matching program. Employees start at 3 weeks' vacation per year, plus a complimentary week off between Christmas and New Year's, and receive additional days off including personal days, sick days, and birthday.

Application Details

We especially encourage applications from communities that are under-represented among our staff, such as people living with HIV, visible minorities, those with lived/living experience, and persons with culturally diverse backgrounds. We value your lived experience, and we encourage you to self-identify in your application should you feel comfortable doing so.

This position will remain open until suitable candidates are found. Please send your cover letter, resume, and any other relevant material to support your application via email to human.resources@safelinkalberta.ca quoting job reference **SLA - 184**.

You must be available for in-person/online interviews. No phone calls please. We thank all applicants for their interest; however only those selected for an interview will be contacted.