



BOYLE McCAULEY HEALTH CENTRE
10628 96 ST NW
EDMONTON AB T5G 2K8
780 422 7333

Job Title:	Client Support Workers
Reports to:	Clinic Team Lead
Position Type:	Casual
Hours:	Various (shift times between 1230-2030 Mon-Thurs, 0900-1700 Fri, 0800-1300 Saturdays)

About Boyle McCauley Health Centre

Boyle McCauley Health Centre provides interdisciplinary, team based, integrated, comprehensive, and person-centered primary health care for vulnerable Edmontonians with complex needs. Through primary care and health promotion, The Boyle McCauley Health Centre improves the quality of life and well-being of populations and individuals who face multiple barriers to accessing health services. The BMHC achieves this by providing the highest standard of evidence-informed and client focused inter-professional care. We collaborate with our clients to address the broad determinants of health.

Within the Boyle McCauley Health Centre, the SCS (Supervised Consumption Service) is part of a range of evidence-based services that support prevention, harm reduction and treatment for Albertans living with substance use. SCS provides a place where people can use drugs in a monitored, hygienic environment to reduce harm from substance use while offering wrap-around services such as counselling, social work and referrals to housing and treatment (e.g., opioid-dependency treatment, detox) and works collaboratively with the rest of BMHC to provide individualized services to meet service user's needs.

Job Description

The Client Support Worker (CSW) role provides essential supports within both the BMHC clinic and the SCS. The CSW will provide coverage in a variety of roles throughout our building, and in all cases will be our first point of contact for clients as they access BMHC services.

The Client Support Worker works at the front-line, establishing relationships and rapport with clients. Within the clinic space, CSWs will be responsible for monitoring and supervising common client space, screening and triaging clients for entry into our facility, and working with the clinic teams and care providers.

Within the SCS, the CSW will provide direct client care to program participants accessing the consumption site. Emphasis will be placed on forming relationships with clients, establishing rapport, supervising and monitoring substance use, and assisting and treating potential signs of overdose as clinically indicated. CSWs will also facilitate the connection of clients between the SCS and all programs at BMHC, with the goal of allowing the client to move along the spectrum of care towards recovery.

Key Responsibilities

- Maintain a quiet, safe space for service users
- Build relationships with service users
- Provide referrals to support services
- Provide education and counseling on safer drug use, harm reduction, and sexual health
- Provide overdose prevention education, and Naloxone training for take home Naloxone kits
- Assist with overdose emergencies under the direction of a nurse, and following their direction
- Assist the nurse with monitoring of service users, and bring medical concerns to their attention

Qualifications

- Current Basic Cardiac Life Support - Healthcare Provider (BCLS-HCP)
- Mandatory vulnerable sector check and suitable criminal record check
- Knowledge and operation of Microsoft Outlook, Word and Excel
- Able to balance numerous demands and conflicting priorities, strong problem-solving skills
- Knowledge and experience working with both diverse and vulnerable populations
- Working with a multidisciplinary team
- Knowledge of trauma informed care and social determinants of health
- A kind, non-judgmental approach to working with service users and ability to work within a harm reduction model of care
- Ability to demonstrate patience and understanding for those with addictions and behavioral disorders

Preferred Qualifications:

- Experience applicable to the position (social work, psychology, sociology, addictions counseling, criminal justice, ext.)
- Mental health, addictions, emergency and/or harm reduction experience
- Non-Violent Crisis Intervention training
- Mental Health First Aid and Applied Suicide Intervention Training
- Knowledge of problems encountered by Indigenous people in using health care services
- Knowledge and experience surrounding homelessness
- Knowledge of social support services available in Edmonton and surrounding areas

- Ability to lift up to 20kg may be required

Skills and Competencies

- Able to balance numerous demands and conflicting priorities, strong problem-solving skills
- Be able to work both co-operatively within a multidisciplinary team, and also independently in a self-directed and accountable manner
- Ability to demonstrate patience and understanding for those with addictions and behavioral disorders
- Excellent written and verbal communication skills
- Has a good understanding of trauma-informed care, and must be able to operate within a harm reduction model of care

Salary: a competitive compensation package commensurate to experience will be provided

Please submit resume with cover letter to:

careers@bmhc.net