

Open Aid Alliance
Syringe Service Program Coordinator
Job Description

Vision and Goals of Program:

The vision of this program is to serve people who use drugs. OAA is a statewide leader and champion for harm reduction services and training in the state of Montana and the Mountain West region. Our syringe service program serves almost 500 people each month in Missoula and provides sterile equipment and education, access to wound care, HIV/HCV/STI testing, and clothing to SSP participants free of charge. OAA acknowledges that we occupy stolen land that is aboriginal territories of the Salish, Kootenai and Kalispel people.

This position is **35 hours/week** and **\$18.50-20.00/hour**, depending on experience, and **optional health/dental insurance**. All OAA positions include the following benefits: **paid vacation, Simple IRA w/employer match after 1 year, paid lunch and a 4-day work week**.

Our SSP is open between the hours of 10AM and 6:30PM Monday - Thursday. *Tuesdays begin at 9AM with an all-staff meeting*. Applicants must have availability each day of our work week to be considered. Hiring preference will be given to current and former SSP volunteers in good standing. Anyone with harm reduction program experience should apply.

Occasional evening hours and/or weekend events will be required.

Minimum Qualifications:

- **Relevant education and/or professional experience**

Some direct professional experience working with vulnerable populations and/or the general public is preferred. Education, volunteerism, and lived experiences will all be considered.

- **Teamwork**

Capacity to work both independently and alongside others to achieve the shared goals of the agency and our participants. Must be willing to follow written and/or verbal directions, receive critical feedback and engage in active listening and learning while on the job.

- **Boundaries**

Willingness to uphold professional boundaries, especially confidentiality, at all times. Desire to model healthy, personal boundaries. Direct communication.

- **Ability to work independently**

Candidates must be self-motivated and able to anticipate their own needs as well as the needs of their role with limited direction.

- **Self-Awareness**

Burnout and secondary trauma are common across all helping professions. The ability to regulate one's desire to care for others alongside their own self-care in a sustainable manner is essential. Willingness to ask for help.

- **Basic Technology Proficiency**

Ability to use computers and technology to communicate, enter data, maintain schedules, and navigate internet research. Eagerness to learn and engage with information in unfamiliar ways.

Harm Reduction Commitment

A commitment to the principle and practice of harm reduction and the health of people who use drugs is essential to this position. Must be comfortable working alongside and interacting with people who are actively using substances and with handling syringes, pipes, and other sterile equipment. Biohazard handling and disposal training will be provided.

Overall Goal:

Improve health outcomes for people who use drugs utilizing all harm reduction tools and strategies available and known to OAA. To engage people who use drugs in this process at all levels. To build capacity and knowledge of harm reduction by conducting training and creating learning opportunities. To provide day to day oversight and operations of the SSP including volunteers and staff.

Core Activities

Direct Service in the SSP:

- Greet, register, dispense and record supply distribution for each participant based upon their unique, anonymous client ID.
- Offer supply options and education around risk reduction and prevention techniques including overdose recognition and response.
- Socialize with participants, offer solutions and opportunities when appropriate.
- Stay informed/up to date about all OAA programs and services.
- Provide referrals in-house and to other agencies when requested.
- Stock the SSP area with supplies and keep work areas tidy.
- Receive direction and report to the Executive Director.
- Other duties as assigned.

Program Coordination

- Recruit, train, and maintain communication between all interested SSP volunteers and OAA staff. Maintain a calendar of volunteer availability. Ensure all volunteers receive information from OAA staff meetings and other avenues as needed.
- Design, implement, and maintain a simple inventory tracking system for SSP.
- Supervise and support other SSP staff and volunteers when needed.
- Utilize Google Suite, including Google Calendar, and other OAA software to communicate information in a timely and efficient manner.

- Maintain flexibility as this position requires.
- Report directly to the Executive Director
- Other duties as assigned.

General Responsibilities of all OAA staff

- Be an advocate for all participants, treat all teammates and participants with dignity, respect and ensure the work environment is safe and welcoming for all people.
- Maintain high levels of confidentiality, improve confidentiality systems whenever possible.
- Complete all relevant training and renewals as needed.
- View each day as a learning opportunity. We emphasize progress not perfection and many aspects of the agency remain fluid to accommodate innovation and change.
- Answer phones, attend to immediate client needs and occasionally work nights or weekends as special events require.
- Communicate expected time off requests promptly and with respect to staffing/scheduling needs (with the exception of personal emergencies).
- Work with the team to continuously improve and reimagine how to make OAA more efficient, effective, and impactful. Creativity is encouraged!

To apply, send your job history/experience and three references to work@openaidalliance.org. Put the position you are most interested in as the subject of the email. Also tell us in your email "why do you want to work with people who use drugs?"

Please email application materials to Amanda (work@openaidalliance.org) and include the job title in the email subject. Open until filled. Priority given to applications received by 11:59pm Thursday June 1st, 2023.

Note to potential applicants:

Studies have shown that women, trans, non-binary folks, and Black, Indigenous, and people of color are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description. We are committed to building a diverse and inclusive organization and are most interested in finding the best candidate for the position. That candidate may be one who comes from a background less traditional to our field of work, and that's okay. We would strongly encourage you to apply, even if you don't believe you meet every one of the qualifications described. We are committed to fostering the leadership and elevating the voices of women, young people, Black folks, people of color, Native people, immigrant and refugees, low-income people, LGBTQ+, and transgender, gender non-conforming, and non-binary people, HIV+ people, people who use/have used drugs, people with disabilities, people who were formerly imprisoned, and people living in the many intersections of these experiences. We encourage people from these communities to apply.

Open Aid Alliance does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin, disability, marital status, sexual orientation or military

status in any of its operations or activities. We are committed to providing an inclusive, healthy, and welcoming environment for all members of our community.

- Other duties as assigned.

Volunteer Coordination:

1. Organize all volunteer inquiries to OAA. Sign them up for orientation and follow up to ensure they choose an area of interest and schedule their first shift with whichever program they plan to work with.
2. Coordinate orientation events. These currently take place every other month but depending on interest they may occur more frequently. Work with OAA staff to identify volunteer needs in the agency.
3. Coordinate SSP volunteer schedule. Serve as the primary contact for volunteers and communicate schedule changes or shift needs.
4. Engage volunteers in ongoing education and knowledge building activities relevant to the SSP.
5. Attend weekly staff meeting and share applicable information with volunteers.

General Responsibilities of all OAA staff

- Be an advocate for all participants, treat all teammates and participants with dignity, respect and ensure the work environment is safe and welcoming for all people.
- Maintain high levels of confidentiality, improve confidentiality systems whenever possible.
- Responsible for completing all relevant training.
- View each day as a learning opportunity. We emphasize progress not perfection and many aspects of the agency remain fluid to accommodate innovation and change.
- Respond to requests for data collection and annual reports.
- Answer phones, attend to immediate client needs and occasionally work nights or weekends as special events require.
- Work with team to continuously improve and reimagine how to make OAA more efficient, effective and impactful. Creativity is encouraged!

Application Materials Required:

To apply, send your job history/experience and three references to work@openaidalliance.org. Put the position you are most interested in as the subject of the email. Also tell us in your email "why do you want to work with people who use drugs?"

Please email application materials to Amanda (work@openaidalliance.org) and include the job title in the email subject. Please no hand delivered applications. Open until filled. Priority given to applications received by 11:59pm Thursday June 1st, 2023.

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