TITLE: **Comprehensive Harm Reduction Program Support**
DEPARTMENT: **Health Outreach & Advocacy**
REPORTS TO: **CHR Co-Coordinators**

POSITION DESCRIPTION

HEALTH BRIGADE MISSION, VALUES, COMMITMENT TO CONTINUOUS QUALITY IMPROVEMENT
The mission of Health Brigade is to provide exceptional health services to those least served in a caring and non-judgmental environment. Health Brigade is a diverse, value-driven organization committed to person-centered quality care. Health Brigade is committed to continuous quality improvement at all levels of the organization, including but not limited to; service delivery, operations, management, leadership and governance.

POSITION SUMMARY
The Comprehensive Harm Reduction (CHR) program provides needle exchange and other services to people who use drugs. The CHR Program Support volunteer assists the program through preparing supplies, supporting the CHR team in daily operations, and, with proper training, assisting with direct service provision. The CHR Team is seeking a volunteer that is specifically available to attend and assist with onsite programming on Monday evenings.

JOB RESPONSIBILITIES
- Stocking inventory of newly received supplies
- Assists in assembling kits and bags for distribution at onsite and mobile needle exchanges
- Support data management and record keeping
- (If trained and engaged in the work) assisting at needle exchange events in the community
- Must be committed to supporting and advocating for people who inject and otherwise use drugs
- Must be comfortable handling syringes and safe-use supplies
- Minimum commitment of six consecutive months

WORKING CONDITIONS
- Moderate physical activity.
- Requires handling of average-weight objects up to 25 pounds or standing and/or walking for approximately three (3) hours per day

VOLUNTEER EXPECTATIONS
To remain in good standing as a volunteer at Health Brigade, we expect volunteers to follow the guidelines below.
- Communicate schedule changes with your supervisor in a timely manner
- Be open to growth opportunities and responsive to feedback
- Complete required trainings in a timely manner

- Adhere to Health Brigade policies as they apply to volunteers

ATTENDANCE POLICY

- If you are not going to be able to attend your shift, Health Brigade expects to be notified in advance. Three no-call no-shows will result in termination of your service at Health Brigade.
- There is a 15-minute grace period if you are late for your shift. If you arrive later than 15 minutes after the scheduled start of your shift, you may be asked to leave. Regularly arriving late after the scheduled start of your shift will result in termination of your service at Health Brigade.

HIPAA

All Health Brigade volunteers are expected to follow Health Brigade security policy guidelines. HIPAA addresses the use and disclosure of protected health information. The Office for Civil Rights under the Department of Health and Human Services has responsibility for implementing and enforcing rules around privacy and health information. Protected health information is defined as the *individual's past, present, or future physical or mental health or condition, the provision of health care to the individual or the past, present or future payment for the provision of healthcare to the individual.*

At the time of hire, volunteers will be required to sign an agreement which stipulates that all confidential and/or financial information related to Health Brigade clients will not be divulged at any time during or after the period of volunteerism. All volunteers are required to attend HIPAA training annually.

ILLNESS AND COVID

Please do not come onsite or provide in-person services when you are sick. We cannot stress enough how important this is given the COVID pandemic. Contact your supervisor and the Volunteer Program Manager to let us know you are sick and cannot come in. You will not be penalized for missing time due to illness. Follow all CDC and/or doctor recommended guidelines regarding isolation and quarantine. Adhere to appropriate procedures for handwashing and use of PPE. COVID and flu vaccinations are mandatory for on-site work.

TRAUMA INFORMED CARE

Health Brigade began prioritizing a trauma approach to care in 2017 when it joined the Greater Richmond Trauma Informed Community Network. This is about how Health Brigade "does the work" with respect and dignity to all persons without having to know each specific history.
Trauma refers to experiences (single event and historical) that cause intense physical and psychological stress reactions. It can refer to "an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or threatening and that has lasting adverse effects on the individual's functioning and physical, social, emotional, or spiritual well-being."

Substance Abuse and Mental Health Services Administration (SAMSHA) defines "a program, organization, or system that is trauma-informed as one that: 1) Realizes the widespread impact of trauma and understands potential paths for recovery; 2) Recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system; 3) Responds by fully integrating knowledge about trauma into policies, procedures, and practices; and 4) Seeks to actively resist re-traumatization."

Being trauma-informed helps everyone. Trauma-informed care helps the person accessing a service (e.g., client/patient) and the person delivering it (e.g., doctor, nurse, therapist) and transforms the service culture itself.

COMPREHENSIVE HARM REDUCTION

In alignment with Health Brigade's mission to provide exceptional health services to those least served in a caring and non-judgmental environment, the agency approaches our clients, patients, and collaborators with a harm reduction framework. Harm reduction is a framework aimed at reducing stigma and negative consequences associated with drug use and other criminalized activities/behaviors. Foundational to that framework is the respect for people who use drugs and belief in their dignity. Health Brigade's Needle Exchange promotes the rights and humanity of all people regardless of their substance use. It acknowledges that the harms associated with drug use are linked to systemic oppression, criminalization, and stigma.In alignment with Health Brigade's mission to provide exceptional health services to those least served in a caring and non-judgmental environment, the agency approaches our clients, patients, and collaborators with a harm reduction framework. Harm reduction is a framework aimed at reducing stigma and negative consequences associated with drug use and other criminalized activities/behaviors. Foundational to that framework is the respect for people who use drugs and belief in their dignity. Health Brigade's Needle Exchange promotes the rights and humanity of all people regardless of their substance use. It acknowledges the harms associated with drug use are linked to systemic oppression, criminalization, and stigma.

DIVERSITY, EQUITY, AND INCLUSION

Health Brigade embraces the Robert Wood Johnson Foundation's definition of Health Equity:
"Health equity means that everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care."

Health Brigade welcomes people from all walks of life, recognizing diversity and differences to create a more humane and just society. Health Brigade's values guide our organizational commitment to diversity, inclusion, and equity.

HEALTH BRIGADE VALUES

Welcoming: *We respect the worth, dignity, and equality of every person*

- Welcoming and genuine toward others
- Initiates greeting others and offering help or direction
- Fosters a non-judgmental environment that offers safety for others to be authentic
- Accessible and approachable
- Refrain from shaming and blaming

Trusted: *We provide a professional and safe environment for our patients, clients, volunteers & staff*

- Present self as a professional and maintain welcoming pleasant physical spaces
- Utilize good interpersonal skills, using transparency and sensitive interactions with others
- Foster learning and support others in their growth
- Utilize a trauma informed approach in interacting with others
- Hold ourselves mutually accountable
- Ensure physical safety of self and others

Inclusive: *We embrace diversity in all of its forms*

- Demonstrate sensitivity to diversity in all of its forms through the words we use, the symbols we share and a commitment to continual learning
- Collaborate with others validating voice and choice
- Communicate inclusively and share work across disciplines and departments
- Advocate for equitable and inclusive policies and practices that reflect HB values

Integrated: *We focus on the health and well-being of the whole person*

- Demonstrate a personal commitment to our own health and well being
- Set healthy personal and professional boundaries
- Support whole person health across the agency in all departments

Impactful: *We provide quality care that improves the health of our service population*

- Always trying to improve what we do
- Use best practices to set the bar for our work regardless of job position
- Attention to data, detail, reporting and measures that improve our work
- Align our day-to-day work with the mission and values of the agency
- Be creative and innovative in our problem-solving and creating new processes

Responsive: *We advocate for and provide services to address evolving community needs*

- Recognize the gaps in services that our patients are experiencing
- Advocate in our departments, teams and throughout the agency to better meet needs
- Adaptable and open to new ways of meeting needs