POSITION DESCRIPTION

Function:
Under the supervision of the Program Coordinator, the Health Navigator will provide counseling and supported referrals for PWIDs who are at high-risk of infection or are HIV/HCV/STI positive, while delivering harm reduction services in a drop-in setting. This includes: providing prevention and screening services to clients who use drugs, syringe exchange, HIV/HCV/STI testing, PrEP and HCV referrals and linkage to care, overdose prevention training, emergency response and overdose response, conflict de-escalation, motivational interviewing, crisis counseling, data collection and individual and group-level interventions aimed to reduce infectious disease transmission and increase access to care and treatment. The Health Navigator will seek to engage and empower clients with a focus on their strengths, dignity, and lived wisdom.

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Representative Duties:
1. Provide accessible and low threshold services to PWID that operate within the harm reduction framework.
   - Assist PWIDs with accessing support services such as primary care, MAT and behavioral health, homeless shelters, housing and legal advocacy.
   - Provide pre- and post-test counseling to those seeking HIV/STI/HCV screening/treatment and viral hepatitis education, screening or vaccination. Follow specimen collection protocols as determined by the Massachusetts Department of Public Health;
   - Connect PWIDs to HCV testing and treatment through relationship building, viral hepatitis education, and recruitment and retention activities
   - Assist interested PWIDs with supported referrals, and accompany clients to service sites when appropriate, to address the full spectrum of client-driven needs
   - Provide treatment readiness coaching and counseling to clients to facilitate treatment initiation and completion
   - Partner with Outreach Coordinator and alongside outreach team as needed to perform material distribution, blood draws, and testing on van during mobile outreach sessions.
   - Assist PWIDs with adhering to prescribed HCV treatment medications and host adherence support groups and peer support/skill share groups
   - Conduct risk assessments and risk reduction plans. Provide harm reduction counseling on safer injection and vein care strategies, wound care, overdose prevention, sexual health and HIV/HCV/STI transmission to PWIDs across sites.
   - Train PWIDs in overdose prevention and use of Naloxone. Distribute Naloxone and complete associated MDPH data collection and internal data collection.
   - Collect and distribute syringes from PWIDs. This includes safely handling, storing and disposing of syringes, and general biohazard and infection control protocols
   - Administer Naloxone during overdose events or other emergencies.
   - Escort clients to the building’s bathroom, ensuring that all precautions and safety checks are in place.
   - Conduct periodic sweeps of the outside perimeter to ensure that there are no discarded materials and ensure community safety
   - Work with team to organize daily operations and programs in the drop-in center, including opening and closing procedures to help ensure facilities are clean, safe and welcoming; creating and distributing harm reduction kits; and restocking and organizing supplies in the drop-in center
   - Participate in restorative justice protocols and support community advisory board
Attend community meetings as necessary

2. Effectively Carry-Out Administrative Duties

- Complete appropriate and accurate documentation in a timely manner, including electronic data collection and forms as required.
- Participate in one-on-one supervision with supervisor, monthly clinical supervision, and team meetings.
- Collaborate with internal and external colleagues by performing related work
- Attend and participate in AAC/Fenway Health trainings.

3. Participate in Planning and Implementation of New Interventions

- Participate in program planning through interdisciplinary team meetings
- Collaborate with clinical and non-clinical providers to provide quality care and seamless continuum of services
- Attend continuing education seminars, staff in-services, and stay abreast of relevant literature to maintain familiarity with trends in prevention services among people who inject drugs.

4. Meet agency participatory expectations:

- Adhere to all agency and departmental policies and procedures
- Participate in quality assessment and improvement activities as requested
- Adhere to the highest principles of client confidentiality
- Adhere to established safety policies, procedures and precautions; enforce agency’s policies and clinical procedures, including safety and crisis procedures.
- Attend all required meetings, in-services and professional trainings
- Maintains professional competence necessary to perform job responsibilities; maintains and provides agency with records of continuing education activities
- Perform related duties and projects as required

Requirements:

- BA/BS or two years harm reduction work/lived experience.
- Phlebotomy certification/experience or a willingness to be trained in phlebotomy required.
- Commitment to practical harm reduction strategies, and drug user health advocacy and rights
- Ability to manage clinically and emotionally challenging situations with utmost professionalism, care and discretion
- Ability to work effectively with diverse groups of individuals and communities at risk for HIV -- especially injection drug users, men who have sex with men, transgender people, people of color, those who are foreign-born and may be undocumented, and those who are homeless or unstably housed.
- Ability to work harmoniously and effectively with colleagues, patients, clients and vendors across the spectrum of diversity, including but not limited to race, ethnicity, color, gender identity, sexual orientation, age, socio-economic status, national origin and immigrant status, religious or spiritual identity, disability (physical, mental, emotional and developmental), veteran status, and/or limited English proficiency.
- Willingness to contribute towards Fenway’s efforts in becoming an anti-racist organization and promoting a culture dedicated to ongoing development in service of humility, equity, diversity, inclusion, and belonging, where differences are acknowledged and valued.

Preferred Qualifications:

- Experience in conflict resolution, crisis de-escalation, and milieu management.
- Previous experience conducting street level outreach with at-risk populations
- Previous experience implementing group trainings.
- Possesses significant knowledge of health-related social issues faced by injection drug users.
- Self-directed, motivated and flexible with the ability to work independently and as part of a team.
- Strong organizational, interpersonal, written and verbal communication skills.
- Bilingual
- Proficient in Microsoft Office and experience with electronic data collection.
Physical Requirements:
- Ability to meet the following physical requirements with or without reasonable accommodations:
  - Sit at a computer station for extended periods of time
  - Ability to keyboard for extended periods of time
  - Ability to occasionally lift and move up to 15lbs.
  - Work environment involves exposure to potentially dangerous materials, including bloodborne pathogens, and situations that require following extensive safety precautions and may include the use of protective equipment

Supervisory Responsibility:
None