



TECHNICAL COMPETENCIES

for Canada's Substance
Use Workforce v. 3

OUTREACH



Canadian Centre
on Substance Use
and Addiction

Evidence. Engagement. Impact.



Canadian Centre
on Substance Use
and Addiction

All behavioural indicators across proficiency levels are examples only and can be adapted or tailored to meet individual organizational needs and mandates.

For CCSA's competencies, substance use is inclusive of situations where professionals are working with individuals who use or have used substances, are diagnosed with a medically recognized substance use disorder or are experiencing harms as a result of using substances. For more information, please refer to the criteria for substance use disorders in the *Diagnostic and Statistical Manual of Mental Disorders*, 5th edition (DSM-5).

For more information on sex- and gender-based analysis (SGBA+), please visit www.ccsa.ca/sex-and-gender-based-analysis

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OUTREACH

Designing and delivering evidence-informed substance use services in the community to a broad range of people, including those who might otherwise not seek or have access to those services.

EXAMPLES

1 = Foundational	2 = Developing	3 = Proficient	4 = Advanced
<ol style="list-style-type: none"> 1. Explains in general terms: <ol style="list-style-type: none"> a. What outreach is and the role it plays in expanding access to treatment and to primary, secondary and tertiary prevention b. The type and range of outreach activities c. What is meant by “marginalized populations,” and where those populations are best reached and served (e.g., Indigenous peoples, racialized groups, etc.) d. The type of substance use issues typically seen in various populations, including those marginalized, stigmatized or otherwise underserved 2. Provides support to outreach workers and multi-disciplinary teams 3. Maintains contact with representatives from a wide range of community services 4. Recognizes and maintains personal health and safety protocols when working in the community 	<ol style="list-style-type: none"> 1. Adheres to evidence-informed practices in delivering or assisting in the delivery of a range of substance use services, often as part of a multi-disciplinary team 2. Creates rapport with people by interacting with them in their preferred setting and acting in a manner appropriate to that setting 3. Interacts with outreach contacts using trauma-informed practice to avoid triggering negative or potentially dangerous responses 4. Collaborates with people to identify individual and overall needs of the outreach population with a gender and cultural lens 5. Attends to the safety of all parties involved in outreach, including self, when planning and delivering outreach services 6. Promotes health equity through assisting people to access appropriate services to improve their social determinants of health 7. Uses appropriate approaches (e.g., gender- and trauma-informed approaches, brief intervention, culturally responsive approaches, etc.) when working with people who experience barriers to engagement 	<ol style="list-style-type: none"> 1. Engages with others in the community: <ol style="list-style-type: none"> a. To develop a thorough understanding of local outreach needs and gaps in services b. To develop and deliver outreach activities aligned with evidence-informed practices and appropriate to target populations 2. Participates in evaluating outreach services, including those provided by the professional’s organization and those provided by others in the community 3. Evaluates the outcome of an individual referral to a community resource and brings related issues to the attention of more senior professionals, if appropriate 4. Applies a sex- and gender-based analysis to identify barriers to accessing services and supports, and takes action to reduce those barriers 	<ol style="list-style-type: none"> 1. Promotes, supports and enhances a variety of outreach services in the community, adhering to standards and evidence-informed practices 2. Mobilizes multi-disciplinary teams composed of substance use professionals, community-based resources and other related professionals, as required 3. Reviews evaluations of referral outcomes and, if appropriate, provides feedback to organizations or professionals 4. Collaborates with and leads a range of community organizations to develop outreach programs that build on community strengths and address community needs 5. Conducts research, applies sex- and gender-based analysis and collaborates with others to identify outreach services with particular consideration for Indigenous and racialized groups and ways of bridging gaps to provide more comprehensive outreach services 6. Prepares and delivers disaggregated research findings and education to appropriate stakeholder groups (e.g., community, funders, politicians, peers at conferences, etc.) and, when possible, contributes to peer reviewed publications