



PROGRAM MANAGER: PUBLIC HEALTH OUTREACH

+ Position Summary

Recovery Revolution is seeking a compassionate, organized, and mission-driven Program Manager: Public Health Outreach to lead and actively participate in community-based public health outreach and harm reduction services throughout Wilkes County and surrounding rural communities.

This position combines program leadership with direct field-based service delivery and plays a hands-on role in outreach, participant engagement, harm reduction supply distribution, rapid HIV/Hepatitis C testing initiatives, overdose prevention programming, wound care response, and operation of the Mobile Recovery Health Unit.

The Program Manager will oversee operations at the Wilkes Harm Reduction location while also regularly participating in outreach, mobile health services, rural community engagement, and participant-centered public health initiatives. This role is designed for someone who is comfortable in both coordinating programs and working directly alongside staff in office-based, field-based, and mobile outreach environments.

The ideal candidate is someone who believes in dignity-centered, trauma-informed, and participant-led care and understands harm reduction as a compassionate public health approach that prioritizes safety, trust, autonomy, and connection to care without judgment or coercion.

+ Essential Job Functions

- Provide leadership and direct participation in public health outreach and harm reduction initiatives across organizational programs and service locations
- Coordinate and actively participate in mobile outreach, street outreach, and rural engagement efforts
- Distribute harm reduction, overdose prevention, hygiene, wound care, and safer use supplies to reduce health risks and improve participant safety and wellbeing
- Build trusting, respectful relationships with community members through consistent, low-barrier engagement and outreach
- Provide services utilizing harm reduction principles that meet individuals where they are while supporting safety, wellness, and self-defined recovery goals
- Coordinate daily operations of the Wilkes Harm Reduction location and Mobile Recovery Health Unit
- Provide direct participant support, engagement, education, and linkage-to-care services
- Assist with rapid HIV/Hepatitis C testing initiatives, specimen collection coordination, phlebotomy-related services, and referrals to healthcare providers
- Support wound care response, basic health screenings, and participant wellness initiatives in office-based and field settings
- Supervise outreach staff, peer support specialists, interns, and volunteers involved in public health and harm reduction programming
- Maintain accurate outreach documentation, supply tracking, data collection, and grant reporting requirements

- Develop and maintain relationships with healthcare providers, public health agencies, hospitals, community organizations, and referral partners
- Participate in community events, outreach initiatives, emergency response efforts, and regional collaborations
- Ensure services are delivered utilizing trauma-informed, culturally responsive, nonjudgmental, and participant-centered approaches
- Maintain compliance with HIPAA, 42 CFR Part 2, and organizational policies and procedures
- Participate in supervision, staff meetings, training, and professional development activities

+ Education and Experience

- Bachelor's degree in public health, human services, social work, healthcare administration, psychology, community health, or related field preferred
- Equivalent professional, outreach, or lived experience may be considered in place of formal education
- Experience in harm reduction, public health outreach, community-based healthcare, mobile outreach, peer support, or related human services preferred
- Experience working directly with underserved or vulnerable populations strongly preferred, including individuals impacted by substance use
- Experience conducting street outreach, mobile outreach, participant engagement, or community-based support services preferred
- Knowledge of overdose prevention, harm reduction principles, infectious disease prevention, and recovery-oriented systems of care preferred
- Experience with rapid HIV/Hepatitis C testing, phlebotomy, specimen collection, wound care, or public health screening services preferred
- Experience coordinating programs, grants, reporting requirements, or community partnerships preferred
- Ability to work independently in office-based, field-based, and rural outreach environments
- Strong communication, organizational, crisis intervention, and relationship-building skills
- Valid driver's license and ability to travel throughout the service area required
- Peer Support certification, Community Health Worker certification, phlebotomy certification, or lived experience strongly valued

+ Core Competencies

- Trauma-informed and participant-centered care
- Public health outreach and harm reduction practices
- Community engagement and relationship-building
- Leadership through collaboration and service
- Low-barrier engagement and participant-centered support strategies
- Understanding of harm reduction philosophy and public health approaches to substance use
- Crisis intervention and de-escalation
- Cultural humility and nonjudgmental communication
- Adaptability across office, field-based, and mobile outreach settings
- Program coordination, documentation, and systems navigation
- Strong problem-solving and organizational abilities
- Ability to build trust with diverse and underserved populations

+ Work Environment & Expectations

- Position is primarily based at the Wilkes Harm Reduction location with frequent field-based, street outreach, and mobile outreach responsibilities
- Frequent travel throughout rural communities and service areas required

- Position involves direct participant interaction in community, outreach, and field-based environments
- May require transporting outreach supplies, setting up mobile services, and participating in outdoor outreach activities in varying weather conditions
- Flexible scheduling, including occasional evenings, weekends, or emergency response outreach efforts, may be required based on program needs
- Must maintain professional boundaries, ethical standards, confidentiality, and participant dignity at all times
- Services may be delivered in office-based, mobile, community-based, and nontraditional outreach environments

+ Impact

Recovery Revolution is committed to improving community health outcomes by expanding access to compassionate, evidence-based, and recovery-oriented public health services.

The Program Manager: Public Health Initiatives plays a critical role in reducing barriers to care, preventing overdose deaths, addressing infectious disease transmission, and ensuring individuals in underserved communities have access to life-saving resources, healthcare connections, and respectful support.

Through harm reduction principles, relationship-based outreach, and participant-centered engagement, this position helps foster trust, improve health equity, and create pathways toward wellness and recovery—recognizing that every positive change matters and that all people deserve dignity, safety, and access to care regardless of where they are in their journey.