



Specialized Service Navigator
Permanent / Full-Time
Internal / External Job Posting ID# SSN18-03

The Downtown Eastside Women's Centre is a low barrier drop-in Centre and emergency night shelter offering a wide variety of services to a diverse community of women and children living in the Downtown Eastside of Vancouver.

The Specialized Service Navigator will facilitate women's access to services, and supports including referrals to internal and external services. She will work with women who are homeless or at risk of homelessness and who live in the Downtown Eastside of Vancouver to assess their eligibility for specialized and support services; manage intakes to reduce barriers such as wait times; and setting up appointments and/or providing service referrals as appropriate. She will have proven service coordination experience and knowledge of services that support women who face multiple and complex barriers to service.

Reporting directly to the Specialized Services Manager she will work in collaboration with other DEWC staff to promote integrated services to women. This is a lead position and requires considerable knowledge and experience of intake and referral as well as excellent communication skills. She will work from a feminist perspective and within an anti-oppression framework.

Primary Responsibilities:

- Provide Intake Service to ensure responsive and timely access to all DEWC services.
- Assess the nature and urgency of a request for service and where appropriate set up appointments with staff.
- Establish the member's eligibility according to established criteria, whether a previous record exists and whether member has an open file within DEWC.
- Implement appropriate crisis intervention strategies where it is not possible or timely to refer to a crisis service.
- Assist women through the referral process to internal and external services such as housing, victim services, legal aid, education, ensuring a successful transfer of service.
- Provide information and referral to women in such areas as income assistance, housing, health services, drug & alcohol treatment and recovery, counseling, and education.
- Completion of intake and referral documentation, including statistical records.
- Responsible for monthly activity reports to funder. Provides statistics and relevant data that will support activities for the program

Required Qualifications:

- Minimum 5 years related experience working with low-income women, at least 2 years in a women serving or inner city drop-in environment
- Must have a strong working knowledge and analysis of the issues impacting women in the dtes, including violence against women, mental health, homelessness, and addictions
- Candidate must work from strong feminist analysis and within an anti-oppression framework
- Excellent writing and research skills to assist in informing best practices
- Ability to research and complete housing applications, and supporting documents
- Ability to work independently as well as part of a team
- Proven ability to work from a trauma informed care response when working with women
- Efficient organizational skills including record keeping, scheduling, and problem-solving abilities
- Demonstrated administrative skills, including report writing
- Demonstrated computer and IT aptitude
- Experience providing outreach, accompaniment and advocacy
- Skilled in program facilitation and development as well as working in partnerships with allied service providers
- Strong conflict resolution skills and practice
- Demonstrated crises intervention training and experience
- Experience providing assisted referral as well as familiarity with support services, agencies and community resources in the Downtown Eastside
- Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, and centre members
- Ability to work within a chaotic environment and with a diverse community of women
- A First Aid certificate is required
- Candidate must undergo a criminal record check
- Women with addiction issues need to be at least 2 years clean and sober
- Valid Driving license is an asset

Position reports to: Specialized Services Manager

Position Details:

- Start Date: ASAP – Permanent / Full Time / Mon-Fri / Fortnight Schedule
- Union (BCGEU) - Salary Wage - \$24.00/ hour + generous health & wellness benefits
- Location – DEWC Drop In Centre, 302 Columbia St., Vancouver
- Applications accepted until: Internal - July 18th, 2018 / External – July 26th, 2018

Additional languages spoken an asset / Aboriginal Women and Women of Colour are Strongly Encouraged to Apply

Please submit resume and cover letter to the HR Administrator via e-mail, mail or fax to:

302 Columbia Street, Vancouver, BC, V6A 4J1

Fax: 604-681-8470 Email: hr@dewc.ca

*****Please NO phone call enquiries. Only shortlisted candidates will be contacted*****
