



**Shelter Peer Support Supervisor**  
**Permanent / Full-time / Posting ID#SPS18-001**

The [Downtown Eastside Women's Centre \(DEWC\)](#) is a Drop-In Centre and Emergency Night Shelter offering a wide variety of services and programs to a diverse community of women and children living in the Downtown Eastside of Vancouver.

Reporting to the Shelter Program Manager, the Peer Support Program Supervisor is responsible for overseeing the Shelter Program through effectively planning, coordinating, scheduling, supervising, and directing the Shelter program employees. She will ensure Shelter services meet the funding contract requirements as well as the philosophy, mission and mandate of the Downtown Eastside Women's Centre. Under the direction of the Shelter Program Manager, the Peer Support Supervisor is responsible for a range of human resources matters including to act in the absence of the Program Manager handling emergent and routine issues. She will work collaboratively with Shelter Program Manager, shelter staff, and volunteers to ensure the smooth operation of the program.

The Peer Support Program Supervisor will work in collaboration with other DEWC staff to promote principles of peer support and integrated services to women. She will work from a feminist perspective and within an anti-oppression framework.

**Role Summary**

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**Human Resources**

Under the direction of the Shelter Program Manager, is responsible for the coordination of the Shelter Program, including the full range of human resources matters which will include participating in the recruitment, hiring, orientation, scheduling, evaluations, training & professional development, and discipline of Shelter Program staff.

Supervises and supports Shelter staff to ensure adherence with DEWC mission and mandate, position roles and responsibilities, DEWC policies and procedures, collective agreement, health and safety standards, and funding contract requirements.

**Peer Support Program Development**

The Peer Support Supervisor will work collaboratively with the Shelter Program Manager to develop and enhance the Peer Support program to ensure women are supported in developing peer networks and peer support opportunities including by modeling peer support and self help behaviors. Responds to crises situations and critical incidents ensuring adherence to DEWC policies, procedures, and practices. Oversees and is responsible for a clean and comfortable environment that operates in compliance with the DEWC Mission Statement, Statement of Principles, and policy and procedures.

**Volunteer Program Support**

The Peer Support Supervisor will collaborate with the Skills Development Worker to support, train and manage volunteers from the DEWC Skills Development Program. She will be responsible for communicating effectively and respectfully with volunteers and mediating conflicts as they occur

**Education and Programming:**

Collaborate with programming staff and relevant agencies to assist in the development of workshops, groups, and programs supporting women.

Participate in the planning of special events throughout the year.

**Administration and Finances**

Contribute to reports including monthly newsletter, funder reporting requirements, quarterly board reports and the annual report to the membership. Maintains and up-dates Peer Support operational documents and manuals. Communicates maintenance and repair needs of the program to have them attended to immediately.

In Centre Participation:

Participate within the staff team such as attending staff meetings, staff development and training, special events, hiring and evaluations. Work collaboratively with in-shelter staff. Ensure effective communication and team approach in the smooth operation of the DEWC.

**Required Qualifications**

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- ✓ Significant experience within the non-profit sector with at least 3 years experience in a supervisory position, preferable within a unionized environment
- ✓ 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
- ✓ Understanding of and practices a trauma-informed care response when working with women
- ✓ Must have Peer Support theory training and/or experience
- ✓ Strong conflict resolution skills and practice
- ✓ Demonstrated crisis intervention training and experience
- ✓ Efficient organizational skills including record keeping, scheduling, and problem-solving abilities
- ✓ Demonstrated administrative skills, including report writing
- ✓ Demonstrated computer and IT aptitude
- ✓ 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 collaboratively in a respectful manner with the management team, co-workers, and centre members
- ✓ Ability to work within a chaotic environment and with a diverse community of women
- ✓ A First Aid / NVCI certificate is required
- ✓ Candidate must undergo a criminal record check
- ✓ Women with addiction issues need to be at least 2 years clean and sober

Reports to: Shelter Program Manager

**Position Details:**

- Start Date: ASAP - Permanent – Full-Time, 9 Day Fortnight Schedule/ Monday-Friday, Flex Friday, 4:00pm-11:30pm
- Excluded / Non-Union - Salary - \$27.00 per hour + generous health and welfare benefits
- Location – DEWC Emergency Night Shelter, 412 East Cordova St., Vancouver
- Posting Closing Date: Internal - November 27, 2018 at 5:00pm

***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 or fax to:**

302 Columbia Street, Vancouver, BC, V6A 4J1  
Fax: 604-681-8470 / Email: [humanresources@dewc.ca](mailto:humanresources@dewc.ca)

*\*\*Please NO phone call or email inquiries. Only shortlisted candidates will be contacted\*\**

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