



**DEWC is seeking a woman with strong leadership and coaching skills for the role of**

**Night Shelter Specialized Services Program Manager**

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.

The Shelter Specialized Services Program Manager is responsible for the coordination of the Emergency Night Shelter's specialized services programs. She oversees the operations and human resources functions ensuring services are provided in line with the mission and mandate of the DEWC and in accordance with funding contracts.

Reporting directly to the Executive Director, the Shelter Specialized Services Program Manager will work in collaboration with the Management Team to ensure integrated services operating in compliance with the mission and mandate of the Downtown Eastside Women's Centre. She will work from a feminist perspective and within an anti-oppression framework.

### **Role Summary**

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**Human Resources:** Oversees the recruitment, hiring, orientation, scheduling, evaluations, training and professional development of Specialized Services staff as well as supervision of Practicum students. Supports and supervises specialized services staff to ensure that services are delivered in accordance with the mission and mandate, funding contracts, policies and procedures, job descriptions, program requirements, and with DEWC prioritize. Ensures personnel practices are up-to-date and in-line with the collective agreement and other relevant policies and legislation.

**DEWC Programming:** Works with program staff to develop and ensure specialized programming within the drop-in centre and emergency night shelter. In collaboration with the management and staff teams, review Centre programs and services to ensure they meet policy guidelines, funding contracts, and reflect established priorities.

**Administration:** Ensure the programs reporting compliance including monthly reports to the DEWC newsletter, funder reporting requirements, quarterly board reports and annual report to the membership. Maintains and up-dates information sharing systems, including bulletin board lists and operational documents and manuals and handle and respond to correspondence.

**Finances:** Works with the Management Team and staff in the creation of the Annual Budget and review of financial statements ensuring funds are expended in compliance with approved budget and funding contracts.

**Governance:** Attends fundraisers, funders and other meetings as required by the contract or which support and/or benefits the operations of the Specialized Services Program.

## Required Qualifications

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- Significant experience in non-profit management with at least 3 years experience in a management position.
- Experience supervising staff, 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
- Efficient organizational skills including record keeping, scheduling, and problem-solving abilities
- Demonstrated administrative skills, including report writing
- Strong conflict resolution skills and practice
- Demonstrated crises intervention training and experience
- 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

**POSITION DETAILS:** For a Candidate Information Package please send email request to [hr@dewc.ca](mailto:hr@dewc.ca)

**POSTING DETAILS:** Submit cover letter and resume to the Shelter Specialized Services Program Manager Hiring Committee, via fax (604) 681-8470 or email [hr@dewc.ca](mailto:hr@dewc.ca)

**POSTING CLOSING DATE:** February 18, 2019 at 5:00pm

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

*\*\*While we thank all applicants for their interests only shortlisted candidates will be contacted\*\**

