



Peer Service Navigator Job Description

The Peer 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 support them to find services that they require.

Reporting directly to the Peer Service Manager and Supervisor, she will work in collaboration with other DEWC staff to promote integrated services to women. She will work from a feminist perspective and within an anti-oppression framework.

Referral & Outreach:

The Navigator will be an integral part of the Drop-In Centre team. Working within the Drop-In Centre, she will 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. Works together with Peer Support Staff to identify and connect with women who may need support and referral.

Provides information and referral to women in such areas as income assistance, housing, health services, drug & alcohol treatment and recovery, counseling, and education and assist women to access services by accompanying to those referral points when required.

Conflict Resolution/Crisis Management:

Manage crisis between, within and among various groups and individuals in the Drop In space, including mentoring and using a variety of self help coping skills and different approaches to interpersonal situations. Maintain a culture of 'People helping people help themselves'.

Ensures women who appear in crisis are offered appropriate supports such as medical, counseling, or advocacy. Using empathy, trauma informed practice and motivational interview techniques to assess what services a woman requires.

Administration:

Provide quarterly activity reports. Provides statistics and relevant data that will support activities for the program

Organization:

Attends and participates in weekly staff meetings, staff development sessions.

Training:

Engages in training and workshops that are relevant to the job and where the information is beneficial to the women in the DTES

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
- ✓ Must have a strong working knowledge of and experience of the Housing First model as well as housing options for low-income community including social housing, cooperative housing; and affordability housing societies
- ✓ 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
- ✓ Demonstrated computer and IT aptitude
- ✓ Experience providing outreach, accompaniment and advocacy
- ✓ 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 5 years in recovery

Position reports to: Specialized Services Manager