



Peer Support Worker Job Description

The Peer Support is responsible to promote principles of peer support and self help when supporting women to secure practical needs and manage crisis in the Drop-in Centre and/or Emergency Night Shelter with the goal of identify and address barriers to self advocacy

The Peer Support Worker will work in collaboration with other DEWC advocacy, counseling, outreach, and skills development staff to promote integrated services to women and in-centre volunteers. She will work from a feminist perspective and within an anti-oppression framework.

Peer Support:

Supports women in developing peer networks and peer support opportunities including by modeling peer support and self help behaviors. Coordinating opportunities for women to exchange self help and peer support strategies through workshops, forums, discussion groups, support groups etc.

Drop-In/Shelter:

Monitors women in the Centre/Shelter using peer support & self help tools to address conflicts in the drop-in or the emergency night shelter. Use self help tools to ensure women who appear in crises are offered appropriate supports such as medical, counseling, or advocacy. Collaborate with Centre members, volunteers, and committees to oversee the operations of the clothing room and general management of donations. Responsible for a clean and comfortable environment that operates in compliance with the Centre' Mission Statement, Statement of Principles, and Policy and Procedures. Supports women with practical needs: listening to women, distributing items such as menstrual pads, rolling papers, clothing, telephone, mail and access to showers.

Conflict Resolution/Crisis Management:

Manage crisis between, within and among various groups and individuals including by mentoring a variety of self help coping skills and different approaches to personal situations. Maintain a culture of 'People helping people help themselves'.

Volunteer Support:

Actively participate as a team member in collaboration with the Skills Development Coordinator/Program Coordinator to support, train and manage volunteers from the community. Responsible for communicating effectively and respectfully with volunteers and mediating conflicts as they occur.

In-Centre Programming:

Facilitate and coordinate groups and special events that promote principles of self-help and peer support and that reflect the mission and mandate of the DEWC.

Referral:

Use Peer Support & Self Help strategies to support women to receive assistance at the DEWC and/or other agencies as required.

In Centre Participation:

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

Required Qualifications:

- Minimum 3 years related experience working with low-income women, at least 2 years in a women serving or inner city drop-in environment.
- Must have Peer Support theory training and/or experience
- Must have a strong working knowledge and analysis of the issues impacting women in the dtcs, including violence against women, mental health, homelessness, and addictions.
- Candidate must work from strong feminist analysis and within an anti-oppression framework
- 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

Reports to: Program Manager