



Specialized Services Supervisor Job Description

Reporting to the Specialized Services Manager, the Specialized Services Supervisor is responsible for overseeing the specialized services program through effectively planning, coordinating, scheduling, supervising, and directing program employees. She will ensure specialized 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 Specialized Services Manager, the Specialized Services Supervisor is responsible for a range of human resources matters including to act in the absence of the Manager handling emergent and routine issues.

The Specialized Services Supervisor will work in collaboration with other DEWC staff to support 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. The Specialized Services Supervisor 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.

Human Resources:

Under the direction of the Specialized Services Manager, she is responsible for the coordination of Specialized Services programs 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 Program staff. Supervises and supports Specialized Service 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

Program Development:

The Specialized Services Program Supervisor will work collaboratively with the Manager to develop and support specialized services at the Drop-In and Emergency Night Shelter with the goal of promoting integrated services to women, including Intake and Assessment: to ensure responsive and timely access to DEWC services; assess the nature and urgency of a request for service where appropriate set up appointments with staff; establish the member's eligibility according to established criteria; and Referral: 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.

Education and Programming:

Networks with relevant agencies to assist in the development of workshops, groups, and programs to support women

Administration and Finances

Contributes to program reporting including monthly newsletter contributions, funder reporting requirements, quarterly board reports and annual report to the membership.

Maintains and up-dates operational documents and manuals as well as personnel files

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 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
- Proven supervisory experience in a unionized environment
- Excellent writing and research skills including the ability to research
- 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
- 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