



Shelter Peer Service Navigator Job Description

The Shelter Peer Service Navigator will facilitate access to services, and supports including referrals to internal and external services for women experiencing homelessness or at risk of homelessness staying at the Downtown Eastside Women's Emergency shelters.

Reporting directly to the Specialize Services Manager, the candidate will work in collaboration with other DEWC staff to promote integrated services to women. Also, work from a feminist perspective and within an anti-oppression framework.

Referral & Outreach:

The Navigator will be an integral part of the Shelter team. The candidate will work interchangeably between all sites of the Downtown Eastside Women's Emergency/Refuge shelters.

The candidate will navigate women through internal and external referral processes. She will collaboratively work with peer support staff, shift leads, supervisors and the specialize services team to identify and connect with women who may immediate additional supports.

Provides information and referrals to women in such areas as income assistance, housing, victim and health services, drug & alcohol treatment and recovery, counseling, and education and if necessary accompany women to access services to those referral points ensuring a successful transfer of service.

Conflict Resolution/Crisis Management:

Manage crisis between, within and among various groups and individuals in the shelter spaces, 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, statistics and relevant data that will support activities for the program.

Organization:

Attends and participates in staff and case management 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 low barrier shelter 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 and health 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 DWEC 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