



Peer Support Supervisor Job Description

Reporting to the Drop-In Manager, the Peer Support Program Supervisor is responsible for overseeing the Drop-In Program through effectively planning, coordinating, scheduling, supervising, and directing the Drop-In program employees. She will ensure Drop-In program 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 Drop-In Program Manager, the Peer Support Supervisor is responsible for a range of human resources matters including to act in the absence of the Program Manager handling emergent and routine issues. She will work collaboratively with Drop-In Program Manager, Drop-In staff, and volunteers to ensure the smooth operation of the program.

The Peer Support Program Supervisor will work in collaboration with other DEWC staff to promote principles of peer support and integrated services to women. She will work from a feminist perspective and within an anti-oppression framework.

Human Resources:

Under the direction of the Drop-In Program Manager, is responsible for the coordination of the Drop-In Program, 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 Drop-In Program staff. Supervises and supports Drop-In 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.

Peer Support Program Development:

The Peer Support Supervisor will work collaboratively with the Drop-In Program Manager to develop and enhance the Peer Support program to ensure women are supported in developing peer networks and peer support opportunities including by modeling peer support and self help behaviors. Responds to crises situations and critical incidents ensuring adherence to DEWC policies, procedures, and practices. Oversees and responsible for a clean and comfortable environment that operates in compliance with the Centre's Mission Statement, Statement of Principles, and policy and procedures.

Volunteer Program Support:

The Peer Support Supervisor will collaborate with the Skills Development Worker to support, train and manage volunteers from the DEWC Skills Development Program. She will be responsible for communicating effectively and respectfully with volunteers and mediating conflicts as they occur

Education and Programming:

Collaborate with programming staff and relevant agencies to assist in the development of workshops, groups, and programs supporting women. Participate in the planning of special events such as a Summer BBQ, Mother's Day Lunch, Fall and Spring Dinner.

Administration and Finances

Contributes to reports including monthly newsletter, funder reporting requirements, quarterly board reports and annual report to the membership. Maintains and up-dates Peer Support operational documents and manuals. Communicates maintenance and repair needs of the program.

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.

Qualifications:

- Significant experience within the non-profit sector with at least 3 years experience in a supervisory position, 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
- Must have Peer Support theory training and/or experience
- Strong conflict resolution skills and practice
- Demonstrated crisis intervention training and experience
- Efficient organizational skills including record keeping, scheduling, and problem-solving abilities
- Demonstrated administrative skills, including report writing
- Demonstrated computer and IT aptitude
- 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 collaboratively in a respectful manner with the management team, co-workers, and centre members
- Ability to work within a chaotic environment and with a diverse community of women
- A First Aid / NVCI 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: Drop-In Program Manager