

## **Housing Outreach Worker Job Description**

### **About DEWC**

The Downtown Eastside Women's Centre (DEWC) exists to support and empower women and children, living in extreme poverty in the Downtown Eastside of Vancouver, who are particularly vulnerable to violence, exploitation, injustice and injury. Through low barrier Drop-In Centers and Emergency Shelters, DEWC provides basic need services, programs, and specialized supports to over 700 women and children daily to help them survive the conditions that surround them.

### **Job Summary**

The Housing Outreach Worker is responsible to provide case management services. Working with women who are homeless or at risk of homelessness, and who live in the Downtown Eastside of Vancouver, she will support them in establishing and maintaining appropriate safe housing. She will provide service referrals, advocacy, and accompaniment to women to connect them to appropriate housing as well as other agencies, housing providers, and support services within and outside of the DTES

Reporting to the Specialized Services Manager, the Housing Outreach Worker 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.

### **Duties and Responsibilities**

- Provide case management services to increase the continuum of and access to housing, care, and other support services
- Assist women through the referral process to internal and external services such as housing counseling, legal aid, income assistance, health services, education, etc. ensuring a successful transfer of service
- Provide information, referral, and advocacy to women in such areas as income assistance, housing, health services, drug & alcohol treatment and recovery, counseling, and education
- Provide crisis response and intervention as well as emotional support as necessary.
- Develop and maintain positive relationships with housing providers, to assist women in accessing and maintaining housing
- Administer the Rental Supplement program within the parameters established
- Consult and liaise with community service agencies to maintain up to date information on available resources
- Develop and facilitate informational workshops and programs related to housing issues
- Act as an ambassador for DEWC by representing and modelling DEWC mission and values
- Work collaboratively with other DEWC programs and service providing support and coverage were needed, including the Drop In and/or Shelter
- Other related duties not specified that may be assigned from time to time

## Required Qualifications

- Two (2) years recent related experience working with marginalized women
- Experience including providing outreach, accompaniment, and advocacy
- Must have a strong working knowledge and analysis of the issues impacting women in the downtown east side, including gender-based violence, mental health, homelessness, and addictions
- Must work from strong feminist analysis and within an anti-oppression framework
- Must have a strong working knowledge of housing options for low-income community including social, cooperative; and affordability housing societies
- Excellent writing and research skills including the ability to research and complete housing applications, and supporting documents
- Experience providing assisted referral as well as familiarity with support services, agencies and community resources in the Downtown Eastside
- Skilled in program facilitation and development as well as working in partnerships with allied service providers
- 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 and IT aptitude
- Strong conflict resolution skills and practice
- Demonstrated crises intervention training and experience
- Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, volunteers, and center members
- Ability to work within a chaotic environment and with a diverse community of women
- A First Aid certificate and NVCI is required
- Candidate must undergo a criminal record check
- Valid Driving license is an asset
- Women with addiction issues need to be at least 2 years clean and sober
- Hourly position that requires some work outside of normal business hours to undertake position responsibilities, meet deadlines, and ensure delivery of high-quality programs and services

Position reports to: Specialized Services Manager

## Organizational Status

The Downtown Eastside Women's Centre operates on the unceded & ancestral Musqueam, Squamish & Tsleil-Waututh Territories (*xʷməθkʷəy̓əm*, *Sḵwxwú7mesh*, and *səlílwətaʔ*), to provide a safe, non-judgmental environment for women from all walks of life, who live and/or work in the Downtown Eastside. To achieve this goal, the Centre provides supportive surroundings with meals, counseling, advocacy and programs which nurture and empower members. The Downtown Eastside (DTES) as a neighbourhood is well-known within Vancouver and even across Canada for its disproportionate levels of poverty and extreme marginalization. Home to populations made vulnerable including those who are homeless, mentally ill, and/or with addictions, it is also a place known for its creativity, community activism, and tenacity in the face of tremendous stigma.

DEWC staff are called to enhance connections and collaboration and promote an atmosphere of safety in all aspects of their work. DEWC acknowledges that our work environment is directly impacted by all forms of oppression and the impact of colonialism where staff will be witness to women's trauma and the consequences of injustice.