

## **Specialized Services Manager 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 Manager is responsible for specialized service programs overseeing all aspects of operations and human resources functions. Working in collaboration with the Management and Leadership Team she ensures safe, welcoming, low barrier, and integrated services operating in compliance with the mission and mandate of DEWC and with funding contracts. Reporting to the Director of Programs, she will work from a feminist perspective and within an anti-oppression framework.

### **Key Duties & Responsibilities**

- Develop, implement, and maintain all specialized services operations, policies, and logistics in collaboration with other relevant Managers.
- Oversee the recruitment, hiring, orientation, scheduling, evaluation, training and professional development of Specialized Services staff.
- Establish and proactively maintain healthy, collaborative, and supportive working relationships with all DEWC staff to ensure consistent wrap-around supports
- On-going support and supervision of specialized services staff to ensure that services are delivered in accordance with the mission and mandate, funding contracts, policies and procedures, job descriptions, program requirements, and with DEWC prioritize
- Supports Human Resources with staff scheduling ensuring adequate staffing levels including calling in relief workers.
- In collaboration with the management and staff teams, review program and service delivery model to ensure they meet policy guidelines, funding contracts, and reflect established priorities.
- Liaise with, and develop or maintain partnerships with relevant stakeholders, community agencies, and policy makers.
- Ensure reporting compliance including monthly reports to the DEWC newsletter, funder reporting requirements, board reports and annual report to the membership.
- Works with the leadership team in the creation of the Annual Budget and review of financial statements ensuring funds are expended in compliance with approved budget and funding contracts.
- Attends fundraisers, funders and other meetings as required by the contract or which support and/or benefits the operations of DEWC.
- Other related duties not specified that may be assigned from time to time.

## **Qualifications required:**

- Related experience within the non-profit sector with at least 2 years experience in a management position supervising staff, preferably within a unionized environment
- Demonstrated leadership skills, budget management, and program management abilities
- 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
- Efficient organizational skills including record keeping, scheduling, and problem-solving abilities
- Demonstrated administrative skills, including report writing and IT aptitude
- Demonstrated conflict resolution skills and crises intervention training and experience
- Excellent communication skills required, including the ability to work in a respectful, collaborative, and cooperative manner with co-workers, staff, and centre members
- Ability to work within a busy, chaotic environment and with a diverse community of women
- A First Aid certificate and NVCI is required
- Candidate must undergo a criminal record check
- Women with addiction issues need to be at least 2 years clean and sober
- This is a salaried 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: Director of Programs

## **Organizational Status**

The Downtown Eastside Women's Centre operates on the unceded & ancestral Musqueam, Squamish & Tsleil-Waututh Territories (*xʷməθkʷəy̓əm*, *Skwxwú7mesh*, 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.