

Specialized Services Supervisor 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 Specialized Services Supervisor is responsible for overseeing specialized services 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 DEWC. She is responsible for a range of human resources matters including acting in the absence of the Manager handling emergent and routine issues.

Reporting directly to the Specialized Services Manager, 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.

Key Duties & Responsibilities

- Coordinate 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
- Supervise and support 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
- Develop and support specialized services with the goal of promoting integrated services to women, including intake and assessment
- Work in collaboration with other DEWC staff to support women's access to services, and supports including referrals to internal and external services
- 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
- Oversee and manage intakes to reduce barriers such as wait times
- Networks with relevant agencies to assist in the development of workshops, groups, and programs to support women
- 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
- Other related duties not specified that may be assigned from time to time.

Required Qualifications:

- At least 2 years related experience in a supervisory position preferably in a unionized environment
- Must have a strong working knowledge and analysis of the issues impacting women in the dtes, including gender based violence, 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
- 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 and computer skills, including report writing 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, volunteers, and center members
- Ability to work within a chaotic environment and with a diverse community of women
- Candidate must undergo a criminal record check
- First Aid certificate and NVCI is required
- 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 (*xʷməθkʷəyəm*, *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.