

## **Peer Support Shift Lead 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 Peer Support Shift Lead is responsible to promote principles of peer support when supporting women to secure practical needs and manage crisis in the Shelter with the goal of identifying and addressing barriers. Supporting other DEWC employees, she ensures the day to day operations and functions ensuring policies, procedures, and operational systems are implemented and followed throughout the shift.

Reporting directly to the Shelter Manager, the Peer Support Shift Lead 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**

- Provides leadership and support to staff, overseeing and ensuring awareness and adherence to DEWC policies, procedures, and mission.
- Support women's access to the Shelter providing practical and basic needs such as showers, toiletries, and meals.
- 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.
- Provide de-escalation and facilitate conflict resolution between members.
- Provides crises and emotional support to women through active listening and debriefing.
- Assesses women's need for other services and refers them to appropriate internal and external services and programs.
- Ensure effective communication and team approach in the smooth operation of the DEWC ensuring repair, maintenance, and supply needs are identified.
- Collaborate with the Skills Development Worker to support DEWC volunteers and peers.
- Assist programming staff with workshops, groups, programs, and annual events.
- Performs administrative duties such as report-writing, completing incident and communication logs.
- Other related duties not specified that may be assigned from time to time.

### **Required Qualifications:**

- Minimum 2 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 gender based violence, mental health, homelessness, and addictions.
- Candidate must work from strong feminist analysis and within an anti-oppression framework.
- We are seeking a collaborative team member who has experience in supervising staff.
- Must have Peer Support theory training and/or experience.
- 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 Vancouver's downtown eastside.
- Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, and centre members.
- Ability to work within a chaotic environment and with a diverse community of women.
- 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.

Reports to: Shelter Manager

### **Organizational Status**

The Downtown Eastside Women's Centre operates on the unceded & ancestral Musqueam, Squamish & Tsleil-Waututh Territories (*xʷməθkʷəy̓əm*, *Sḵwxwú7mesh*, and *səlilwətaʔ*), 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 neighborhood 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 staffs 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.