



Human Resources 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 Human Resources Manager is responsible for managing all aspects of DEWC Human Resources matters including wages & benefits, and employee recruitment and retention, ensuring effective models and management.

Reporting directly to the Executive Director, the Human Resources Manager will work in collaboration with other DEWC staff to ensure services to women. She will work from a feminist perspective and within an anti-oppression framework.

Key Duties and Responsibilities

- Supports and supervises human resources personnel ensuring established financial, policy, and collective agreement requirements are met.
- Keeps up to date with collective bargaining, employment standards, and other relevant acts and regulations ensuring organizations compliance.
- Monitors the OHS committees, implementing recommendations as needed.
- Oversees the life cycle of all recruitment efforts, including developing or updating job descriptions ensuring review and classification where appropriate.
- Develops and undertakes recruitment strategies such as building and maintaining relations with related schools, and community programs as recruitment sources; developing on-line recruiting presence, promote referrals, attend job fairs, and other strategies.
- Develops and implements effective orientation and training of employees including to HR/OHS practices, policies, and procedures.
- Conduct and review results of employee exit interviews and record findings. Use results and trends to enhance and improve recruitment and retention efforts. Keep updated on sector wage and benefit offerings.
- Works with the HR team in the development and planning of staff appreciation events, anniversaries, holidays, and to acknowledge successes, etc.
- Develops and maintain staff evaluation procedure and tools, including the evaluation schedule.
- Working with the HR team, develops and schedule on-going staff training systems in accordance with contract and licensing requirements and the identified needs of the DEWC.
- Maintain and updates HR manual, staff memos and personnel practices which are in line with the collective agreement and other relevant policies and legislation.

Required Qualifications:

- Minimum 2 years related human resources experience preferable within a non-profit, unionized environment
- Knowledge of employment standards, and employment related system, and acts & regulations.
- Demonstrated computer and IT aptitude including M365, and ADP
- Efficient organizational skills including record keeping, scheduling, and problem-solving abilities
- Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, and centre members
- Must have a strong working knowledge & 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
- Conflict resolution skills and practice as well as crises intervention training and experience
- Ability to work within a chaotic environment and with a diverse community of women
- A First Aid certificate 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.

Reports to: Executive Director

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, DEWC provides supportive surroundings with meals, shelter, 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, gender based violence, and extreme marginalization. Home to populations made vulnerable including those who are homeless, have mental illness, 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.