

Housing Intake 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 Intake Worker is responsible to provide intake, assessment and referral to women accessing the Downtown Eastside Women's Centre. She will work with women who are homeless, or at risk of homelessness and who live in the Downtown Eastside of Vancouver assessing their eligibility for the rental supplement program and other DEWC programs and support services.

Reporting to the Specialized Services Manager, the Housing Intake 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.

Key Duties & Responsibilities

- Provide Intake Service ensuring responsive and timely access to DEWC Housing and/or appropriate services
- Assess the nature and urgency of a request for service where appropriate set up appointments with housing or other staff
- Provide information, and referral to women in such areas as income assistance, housing, health services, drug & alcohol treatment and recovery, counseling, and education
- Establish eligibility for the rental supplement program according to established criteria
- Implement appropriate crisis intervention strategies where it is not possible or timely to refer to a crisis service
- Assist women through the referral process to internal and external services such as housing, legal aid, education, etc. ensuring a successful transfer of service
- Maintain and provide statistics and reports regarding service delivery as required
- Create and maintain records within the funder database
- Develop and facilitate informational workshops and programs related to housing issues.
- Work collaboratively with other DEWC programs and service providing support and coverage were needed, including the Drop In and/or Shelter
- Act as an ambassador for DEWC by representing and modelling DEWC mission and values
- Other related duties not specified that may be assigned from time to time

Qualifications required:

- Two (2) years recent related experience working with low-income women or an equivalent combination of education, training and experience including providing intake and referral services
- 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 housing, cooperative housing; 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, and centre members
- Ability to work within a chaotic environment and with a diverse community of women
- A First Aid & NVCI certificate is required
- Candidate must undergo a criminal record check
- 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

Reports to: Specialized Services Manager

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 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.