



WISH Drop-In Centre Society

Job Posting

Drop-In Shift Lead (Multiple Positions)

ABOUT WISH

For more than thirty years WISH has provided a safe place of respite for women involved in street-based sex work. The women who access WISH services and programs are some of the most marginalized in Vancouver; experiencing extreme poverty, homelessness, social exclusion, violence, racism, discrimination and the relentless effects of current and past trauma.

The mission of WISH is to improve the health, safety and well-being of women who are involved in Vancouver's street-based sex trade. Through a variety of responsive programs and services, women can meet basic needs (hot meals, showers, clothing, nursing care, and personal items), receive individualized wrap-around support and services, referrals and resource information, and find a non-judgmental community to participate in programs that engage their spirits, hearts and minds.

The Drop-in Centre is a self-identified women-only space

JOB SUMMARY:

The Shift Lead is the on-site leader of the Drop-in staff for that shift. Reporting directly to the DI Coordinator and DI Supervisors, the Shift Lead ensures the day-to-day operations of her shift block. In collaboration with DI Coordinator and DI Supervisors, she oversees and ensures policies; procedures and operational systems are implemented and followed throughout the shift. They are responsible for ensuring the shift runs smoothly and efficiently, all staff and volunteers are supervised, policies and shift duties are adhered to. The Shift Leads are expected to communicate with shift mates and Drop-in leadership in a constructive and productive manner. It is expected that the Shift Leads act as leaders in the Drop-in and model positive behaviors, attitudes, and work ethics.

JOB DUTIES:

- Ensures all shift and Drop-In policies and procedures are consistently maintained
- Provides leadership, coaching, guidance to shift mates in the consistent delivery of Drop-In programming.
- Responsible for ensuring coverage for their shifts (putting out shifts, finding coverage, on call for that shift).
- Responsible for ensuring all shift duties and tasks have been completed by the shift team, by the end of shift
- Facilitates shift's team decision-making, or makes a final decision if need-be
- Work with Drop-in leadership to ensure the Drop-in Centre is fully functional and staff are ready to work.
- Manages crisis and conflict between staff and/or participants by utilizing de-escalation techniques to diffuse.
- Maintains a culture of "people helping people help themselves" while ensuring the overall safety of staff and participants.
- Completes the statistics, log entries, ban recommendations, and incident reports.
- Completes inventory at the beginning and end of their shift.
- Facilitates shift debrief prior to shift end (or after DI closes for morning shifts)
- Liaises and debriefs with other shift leads in the crossover of shifts and for overall smooth operation of the Drop-In.
- Liaises with Drop-In leadership to enable the overall smooth operation of the Drop-In.

QUALIFICATIONS & REQUIREMENTS:

- A strong feminist analysis of violence against women with an understanding of power and its interconnection with gender, race, culture, class, physical ability, sexual orientation, and age as well as all forms of oppression based on experience of colonization, religion, ethnicity and heritage.
- Experience working in the Downtown Eastside of Vancouver or similar community.
- Experience working with Aboriginal peoples and knowledge of the legacy of colonization and the Residential School system.
- Experience working as a team member with some supervisory responsibilities.
- Strong skills in conflict resolution
- Demonstrated ability to manage crisis
- Familiarity with support services, agencies and community resources in the Downtown Eastside.
- Excellent communication skills, including the ability to work in a respectful and cooperative manner with both co-workers and participants
- Ability to work within a chaotic environment with a diverse group of women
- An understanding of the needs and challenges of women involved in street level sex work.
- A demonstrated ability to support vulnerable women while maintaining strong personal boundaries
- Ability to multi-task, maintain structure, and work efficiently
- A commitment to providing a healthy and safe space for women.
- Experience in sex work is an asset.
- Food Safe Certificate is an asset
- Occupational First Aid Level 1 is an asset
- Non-Violent Crisis Intervention training an asset
- Must have on-call availability for designated days, including weekends, overnights, early mornings and holidays.

SHIFT LEAD POSITIONS AVAILABLE (Permanent Positions)

- Shift Lead A: Sunday-Thursday (5:30am-1pm)
- Shift Lead A1: Friday-Saturday (5:30am-1pm)
- Shift Lead B: Sunday-Thursday (4:30pm-12am)
- Shift Lead B1: Friday-Saturday (4:30pm-12am)
- Shift Lead C: Sunday-Thursday (11pm-6:30am)
- Shift Lead C1: Friday-Saturday (11pm-6:30am)

COMPENSATION & WORK ENVIRONMENT:

- Excellent benefits package including employee insurance (medical, dental, life, accident and long term disability, MSP) following a three-month waiting period.
- We offer a fast-paced, team-based culture in a location that is close to transit.
- Shift Leads A, B, C are full-time (40 hrs/week), permanent positions with an annual salary of \$45,760.
- Shift Leads A1, B1, C1 are part-time (15 hrs/week), permanent positions with an hourly rate of \$22/hour and can be held in addition to other permanent or casual Program Assistant shifts

APPLICATION DETAILS:

Please submit a resume and cover letter to **WISH Hiring Committee** to dicoord@wishdropincentre.org

Please indicate "Application for Shift Leads" in the subject line.

Internal deadline: Monday, October 9-16, 2017

External deadline: Monday, October 16-23, 2017

We encourage all qualified individuals to apply and thank all those who do. Aboriginal women and women from diverse backgrounds are strongly encouraged to apply for this position.

Only those selected for an interview will be contacted.

Applications will be accepted, and interviews held on a rolling basis.