



## **WISH Drop-In Centre Society**

### **Job Posting**

### **Drop-In Supervisor**

#### **ABOUT WISH**

For more than thirty years WISH has been offering 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 people in Vancouver; experiencing extreme poverty, homelessness, social exclusion, violence, racism, discrimination and the relentless effects of current and past trauma.

Our goal in programming and services is to provide a place of safety and respite, consistency in lives of women that are often chaotic, a sense of belonging, opportunities for involvement with WISH and the community and to meet basic needs of women engaging in street-based sex work. The programs at WISH include the Drop-In Centre, Mobile Access Project (MAP) Van, Supportive Employment Program, Aboriginal Health & Safety Program, Learning Centre, Transitions Program, and the Music Therapy Program.

#### **JOB SUMMARY**

The Drop-In Centre Supervisor reports to the Drop-In Coordinator and Executive Director and ensures the safe, welcoming, sustainable, and responsive operations of the Drop-In Centre. She is responsible for leading, and supporting Drop-In staff, resources and referrals, and maintaining the Drop-In facilities and operations while providing accessible support and services to women engaged in Vancouver's street-based sex work.

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

#### **JOB DUTIES**

- Ensures the safe and sustainable operations and functions of the Drop-In.
- Plays a leadership role in maintaining a warm, welcoming, respectful, and non-judgemental environment, while ensuring the security of staff, volunteers, participants and the facility.
- Implements, upholds and adheres to established policies, procedures, and practices in a leadership role and in consultation with other staff. May need to do so in response to emergencies.
- Assists the Coordinator with recruitment, orientation, training, retention, support, and performance management of Shift Leads and Drop-In staff.
- Oversees and ensures proactive and responsive building and equipment maintenance; and responds to emergencies and issues at the Drop-In Centre alongside the Coordinator.
- Compiles and distributes statistics related to Drop-In services and works with the Fund Developer and Drop-In staff to ensure the stats are accurate and captured for internal use and for funder reporting requirements.
- Researches and provides information regarding appropriate community services for women, and represents WISH at community events and to community partners.
- Provides appropriate advocacy and support to the women of WISH while maintaining Drop-In policies and Codes of Conduct.
- Performs the necessary domestic and maintenance duties pertaining to the Drop-In Centre, including troubleshooting and coordinating repairs.
- Establishes and maintains collaborative, constructive, and proactive working relationships with the other WISH program coordinators in ensuring WISH's consistent and holistic services to women in street-based sex work.

- Supports the Coordinator and takes a leadership role in regular monthly staff meetings, and represents the Drop-In at regular and ad hoc planning/programming meetings.
- Other relevant duties as assigned by the Coordinator and Executive Director. Must be flexible and adaptive.

### **QUALIFICATIONS AND REQUIREMENTS**

- A strong feminist analysis of violence against women with an understanding of power and its intersection with gender, race, culture, class, physical ability, sexual orientation, and age as well as all forms of oppression based on experiences of colonization, religion, ethnicity and heritage.
- A strong knowledge and understanding of trans-inclusivity, gender diversity, cultural competency and sex work.
- Experience working with Aboriginal peoples and knowledge of the legacy of colonization and the Residential School system.
- Minimum 3-5 years' experience working in front line social service delivery.
- Direct supervisory experience of 20+ staff, leadership, program management, and support is required.
- Post-secondary education or training in Social Service work, counselling, or related social sciences is required.
- Excellent interpersonal skills (de-briefing, active listening, conflict resolution, de-escalation, problem solving, and direct support) is essential.
- Strong analytical, critical thinking, creative problem solving and organizational and planning skills.
- Demonstrated ability to support vulnerable women while maintaining strong personal boundaries and self-care.
- Flexibility required for schedule and hours. Must be prepared to fill in for all shifts and Drop-In roles in case of emergency. Must have on-call availability for designated days, including weekends, overnights and early morning.
- Demonstrated ability to build a strong team environment with an inclusive and collaborative approach.
- Effective communication skills, both verbal and written, including strong computer literacy in Microsoft Suite (Word, Excel, etc.)
- The ability to maintain composure in challenging situations and respond to emergencies.
- Familiarity with resources useful for women in street-based sex work; particularly in the areas of poverty reduction, housing, emergency medical care, detox and addictions services, and counselling.
- Experience in the sex industry is an asset.
- Class 5 driver's license is an asset.
- Basic handiwork skills are a strong asset.
- Non-Violent Crisis Intervention and Trauma Informed Care training are both assets.

### **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 welcoming, team-based office culture in a location that is close to transit.
- This is a full-time (40 hrs/week), permanent position with an annual salary of \$47,840.

### **APPLICATION DETAILS**

Please submit a resume and cover letter to **WISH Hiring Committee** to [executivedirector@wishdropincentre.org](mailto:executivedirector@wishdropincentre.org)  
Please indicate "Application for Drop-In Supervisor" 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 reviewed on a rolling basis.**