



Job Posting

Shelter Program Assistant

Casual & Regular Positions

WISH Drop-in Centre Society is an organization and space for women and people of marginalized genders, including Two-Spirit, trans, and non-binary. WISH is a dynamic organization where opportunities for upward mobility are often presented. For more information about WISH and our programs and services, visit our website: <https://wish-vancouver.net/>

Come to work in the **WISH's first-ever Shelter program (23-bed shelter, open 24/7) and the first of its kind in Vancouver!**

Hours of work:

Casual staff need to **work at least 2 scheduled shifts a month:**

- 6:00am-2:00pm or 6:30am-2:30pm (daytime)
- 2:00pm-10:00pm or 2:30pm-10:30pm (evening)
- 10:00pm-6:00am or 10:30pm-6:30am (overnight)

Starting wage at: \$21.63/hour (classified at grid level 10) + 10.2% in lieu of scheduled vacations and paid holidays

Location: 340, Alexander Street, next to the WISH Drop-In Centre

Job Summary:

- You will provide basic needs services and support ~20 shelter participants. The Program Assistant will work as a team to support the women within a trauma informed, harm reductive, participant centred approach. You will ensure their access to safe shelter, food, showers, first aid supplies, harm reduction supplies, including information and referral, sex work supplies, clothing, toiletries, makeup donations and other WISH programming.
- You will provide emotional support to participants who have experienced a 'bad date' through active listening, debriefing, validating participants' emotions, and assisting with Bad Date Reports.
- Responding to critical incidents with a trauma-informed lens by implementing immediate crisis intervention techniques in attempts to deescalate participants from anxious or otherwise triggered emotional states; other emotional supports; and/or medical or legal referrals as needed.
- You will perform necessary domestic duties (i.e. dishes, laundry, cleaning, sweeping, and mopping etc.) to the extent that it is required throughout all shifts.
- You will actively participate in staff meetings and communicating with Shelter leadership in a constructive way to best support participants and maintain the safety of the space.

For the purpose of scheduling for casuals (monthly schedule), you must provide availability for:

- One weekend (both Saturday and Sunday) per month;
- 4 shifts per week (including 2 overnights); and
- You must specify the maximum number of shifts you are willing to work.

Qualifications:

- Possess an understanding of the needs and challenges of women involved in street level sex work in Vancouver.
- Knowledge and understanding of Indigenous peoples and the legacy of colonization, the Residential school system, the 60's Scoop, and lasting cyclical trauma.
- Knowledge of the Downtown Eastside community and its services as well as issues in Sex Work legislation and policy.
- Knowledge of gender diversity and trans-inclusivity.
- Certificate in a related human / social service field (asset).

Training and experience:

- 1 year working in front line social services in the Downtown Eastside or similar community.
- Or an equivalent combination of education, training, experience, and lived experience.

Additional requirements:

- Maintain a commitment to providing a healthy and safe space for women (trans inclusive) in the street-based sex industry.
- Be able to stand for extended periods of time, carry out cleaning duties, and safely carry up to 20lbs when required while transporting supplies and/or donations.
- Possess a demonstrated ability to support members of marginalized communities compassionately and non-judgmentally while maintaining strong personal boundaries.
- Ability to respond to emergencies and proven experience in crisis de-escalation techniques.

Other perks if you are in a regular position of at least 20 hours/week

- Excellent benefits package entirely paid by WISH including employee insurance (medical, dental, life, accident, and long-term disability) following the completion of the probation period. You accumulate vacation at 6% in the first year and you can accrue sick leave credits to a maximum of 156 days.

The physical demands described in job announcements are representative of those that must be met by an employee to successfully perform the essential functions of the job. Please tell us if you require reasonable accommodation to apply for or perform the position.

Please submit a cover letter and resume to **the WISH Human Resources Manager at:**

hr@wishdropincentre.org

Women with lived expertise in sex work, Indigenous women, Black women, women of colour, trans women, and members of other equity-seeking groups, are particularly encouraged to apply.

This position requires union membership. We thank everyone for their application, but only those who have been shortlisted for an interview will be contacted.