



WISH Drop-In
Centre Society

JOB POSTING: INTERNAL/EXTERNAL

DIRECTOR, DIRECT SERVICES

OPEN UNTIL FILLED

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Reports to: Executive Director
Supervision of: Manager, Drop-In
Manager, Shelter
Manager, MAP Van
Supervisor, Drop-In
Supervisor, Shelter
Supervisor, MAP Van
Supervisor, Kitchen

Job Location: WISH Offices (Vancouver BC), some work from home opportunity

Relocation Fee: Available

JOB SUMMARY

Reporting to the Executive Director, the Director, Direct Services oversees the daily operations of the Drop-In, Shelter, Mobile Access Project (MAP Van), and Food Security (Kitchen) programs; their management; and direct service teams of unionized employees.

Within these programs, the position is responsible for organizational development, budget and finances, human resources functions, managing and implementing full cycle change management and liaising with senior leadership and stakeholders. The Director, Direct Services ensures strategic, effective, and consistent service delivery across all programs under their purview in order to synergize cross-program work and best meet the needs of the community.

ABOUT WISH

Based in Vancouver's Downtown Eastside, WISH is the largest sex worker support organization in Canada. For more than thirty-five years, WISH has offered a safe place of respite for women involved in street-based sex work. WISH Drop-in Centre Society is an organization and space for women and people of marginalized genders, including Two-Spirit, trans, and non-binary.

DUTIES & RESPONSIBILITIES

- Support the Senior Leadership Team and Board of Directors to build and articulate the organization's strategic framework.
- Work with the Senior Leadership Team to establish program direction for WISH; ensure adherence to the organization's overall service delivery.

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- Provide strategic planning, implementation management, and ongoing evaluation of the Drop-In, Shelter, MAP, and Food and Kitchen programs.
- Ensure the development and delivery of high-quality programming and outcomes that are consistent with WISH's mission, values, policies, and procedures.
- Support grant-writing/reporting, fundraising and marketing goals to ensure alignment with program objectives.
- Work with the Senior Leadership Team to roll-out program delivery models and implement any recommended changes.
- Create, maintain, and oversee systems and processes to ensure effective management of the daily operations of the Drop-In, Shelter, MAP, and Food and Kitchen programs.
- Oversee and monitor staff performance in the Drop-In, Shelter, MAP, and Food and Kitchen programs.
- Work with managers and supervisors to oversee and ensure adherence to program purpose, policies, and procedures.
- Develop and implement program-specific training activities and initiatives to support employees' growth and success at WISH.
- Develop, monitor, and manage program budgets, grants, and reporting requirements.
- Ensure effective and compliant use of program funds, including grant and contract funds.
- Ensure that effective risk management activities are developed, implemented, and evaluated.
- Provide guidance to managers and supervisors to ensure appropriate interactions with participants (trauma-informed, participant-centred, culturally appropriate, etc.).
- Ensure employees, volunteers, and practicum students are appropriately onboarded, trained and aligned with WISH's mission, values, policies, and procedures.
- Provide leadership to program teams to ensure program and individual outcomes are developed, implemented, and achieved.
- Work with the HR department to ensure the workplace meets all health and safety guidelines and regulations by establishing organizational health and safety programs at each worksite.
- Work with the HR department to identify capacities needed (skillsets and competencies) to achieve programmatic and organizational goals within the Drop-In, Shelter, MAP, and Food and Kitchen programs.

QUALIFICATIONS & SKILLS

- 5 to 7 years of recent related experience leading programs and service delivery for a non-for-profit entity is required.
- Experience leading in a unionized environment is an asset.
- Experience in and knowledge of the Downtown Eastside community, including its services, networks, issues, and policies.
- Strong analytical, problem-solving, and decision-making skills with the ability to identify trends, establish benchmarks, and provide credible analyses and business recommendations.
- Strong organizational and time management skills with an attention to detail.
- Strong interpersonal, communication, and presentation skills with the ability to professionally connect with and influence a diverse group of individuals.
- Strong leadership skills with the ability to lead projects and work with diverse individuals to identify issues, design solutions, and evaluate results
- Advocate for and apply principles of justice, equity, diversity, and inclusion, and belonging in all aspects of their work.
- Bachelor's, Master's Degree or equivalent in a relevant field such as Human Resources, Business Administration, etc is an asset but not a requirement
- An equivalent combination of education, training and experience will be considered.

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COMPENSATION & WORK ENVIRONMENT

- This is a non-unionized, full-time position.
- Compensation starts at \$89,000 - \$103,000/annual, commensurate with experience and ability.
- Excellent health & welfare benefits plan, with premiums fully covered.
- 3 weeks of vacation after the first year.
- 12 health & wellness days paid every year.
- Flexible work arrangements and paid meal breaks.
- Welcoming, team-based office culture in a location that is close to transit.

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. Our offices are wheelchair accessible, and people of diverse abilities are encouraged to apply.