



Job Description

Inreach Worker

Position Title: INREACH WORKER
Reports to: Inreach Manager
Job Location: WISH Offices (Vancouver BC)

JOB SUMMARY

Reporting to the Inreach Manager, the Inreach Worker will work within a team and directly with WISH participants on a one-on-one basis to support them in navigating both WISH programs and external systems such as housing, detox, and violence prevention.

The Inreach Worker divides their hours between working on the floor of the Drop-In and Shelter, and performing administrative duties during flexible and accessible hours to support the diversity of participants. The overall responsibility of this position is to support participants' access to care beyond WISH's basic needs programs. As well, this role spends time collaborating with the WISH team for overlapping care. The Inreach Worker works in equal partnership with Shift Leads and Program Assistants to increase capacity to provide participants access to opportunities to make free, healthy and positive choices.

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 and gender diverse folks involved in street-based sex work. The participants who access WISH services and programs are made most vulnerable due to extreme poverty, homelessness, social exclusion, violence, racism, discrimination, and the relentless effects of current and past trauma. WISH Drop-in Centre Society is an organization and space for women and people of marginalized genders, including Two-Spirit, trans, and non-binary folks. For more information about WISH and our programs and services, visit our website: <https://wish-vancouver.net/>

JOB DUTIES/KEY RESPONSIBILITIES

- Work as part of a team of Inreach workers to manage a fluid caseload of WISH participants, each, providing holistic, participant-centred support over a variety of shifts in the Drop-In, referred from the Mobile Access Program (MAP Van), and in the WISH office.
- Connect participants with MAP Van, Indigenous Health and Safety Program (IHSP), Supportive Employment Program (SEP), the Music Therapy, the Learning Centre, and other WISH programs and assist participants in navigating these internal systems.

- Connect participants with outreach workers that visit WISH as well as other external resources and support systems such as mental health services, housing opportunities, violence prevention, and detox.
- Create plans, conduct referrals, make calls, and ensure follow-through and follow-ups with participants for whatever their priority needs may be.
- Support participants in filling out Bad Date Reports
- Red Light Alert: compile and distribute hard copies as needed.
- Conduct proactive and regular check-ins with participants in the various WISH programs.
- Support staff in conducting New Face conversations.
- Initiate new partnerships with service providers in the DTES to ensure wrap-around services for WISH participants.
- Proactively work with participants to limit any potential service restrictions or bans.
- Work with Management staff of the Drop-In Centre & Shelter on violent ban check-ins and reintegrating participants into the centre.
- Provide information to WISH staff to build the internal capacity and knowledge regarding community resources, workshops, and opportunities for both staff and participants.
- Accompany participants to appointments and resources, as needed.
- Update participant logs with case notes.
- Update and manage resource room as needed.
- Provide strengths-based participant updates at monthly staff meeting as well as information regarding community resources, events, developments and opportunities to staff.
- Attend all relevant staff meetings.
- Work collaboratively with all WISH programs, Program Coordinators, frontline staff, and practicum students.
- Other relevant duties as assigned.

QUALIFICATIONS/REQUIREMENTS

- Minimum 3-5 years' experience working in front line social service delivery is required.
- Post-secondary education or training in social service work, counseling, or related social sciences is an asset.
- Experience assisting WISH participants with accessing services beyond the Drop-In centre & Shelter and providing holistic support in a proactive way to participants on a long-term basis is an asset
- Flexibility required for schedule and hours. Must be prepared to aid participants at various hours (including occasional overnight hours).
- Excellent interpersonal skills (de-briefing, active listening, conflict resolution, de-escalation, problem solving, supportive) is essential.
- Alignment with the WISH mission, vision, and core values.
- A strong feminist analysis of violence against women and gender-diverse folks 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.
- Significant understanding and knowledge of systemic barriers and oppression rooted in colonization, racism, transphobia, classism, misogyny, moralism, ableism and how they impact sex workers.

- Excellent knowledge of the Downtown Eastside supports and services, proven ability to navigate the social welfare, public health, and justice systems, particularly in the areas of poverty reduction, housing, emergency medical care, detox and substance use services, and counseling.
- A deep understanding of the inherent issues that WISH participants face on a daily basis.
- Demonstrated ability to work independently while maintaining inclusive and collaborative relationships with the rest of the WISH team.
- Effective communication skills, both verbal and written, including strong computer literacy in Microsoft 365 (Word, Excel, Sharepoint, Outlook, etc.) and internal communications tools such as Slack are essential.
- Demonstrated ability to build a strong team environment with an inclusive, collaborative and supportive management approach.
- Excellent understanding and experience in creating and maintaining boundaries and supporting staff in doing the same.
- Experience assisting WISH participants with accessing services beyond the Drop-In centre & Shelter and providing holistic support in a proactive way to participants on a long-term basis is an asset.
- Past involvement in the sex industry or similar lived experience is an asset.
- Non-Violent Crisis Intervention and Trauma Informed Care training are both assets.