



## **Job Description**

### **MAP Van Driver/Support Worker**

**Job Title:** MAP Van Driver/Support Worker  
**Reports To:** MAP Van Manager, MAP Van Supervisor  
**Job Location:** WISH Offices & MAP Van (Vancouver, BC)  
**Classification:** Unique Classification  
**Grid Level:** 10  
**Salary:** \$28.11/hr  
**Hours of Work:** Casual, must be available for overnights

#### **JOB SUMMARY:**

Reporting to the MAP Van Manager, MAP Van Drivers/Support Workers provide mobile outreach services and supports to women (trans inclusive and gender diverse folks) engaged in street-based sex work throughout Vancouver. MAP Drivers/Support Workers work as a team in a fast-paced environment to provide a safe and respectful environment for sex workers to receive resources, referrals and a safe place to take a break.

All WISH employees abide by the guiding principles of WISH by ensuring that each participant is treated with acceptance, caring, dignity and respect, in a non-judgmental manner.

#### **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. The women 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 (cis and trans) and people of marginalized genders, including Two-Spirit, trans, and non-binary. For more information about WISH and our programs and services, visit our website: <https://wish-vancouver.net/>

Over the past two years, WISH has embarked on considerable growth in response to the needs of street-based sex workers navigating multiple crises. WISH now operates with close to 200 staff, 100+ volunteers and a growing number of programs and services to meet the needs of street-based sex workers. To support this considerable growth, WISH is mid-way through a full-scale Organizational Development

Review, designed to evaluate our workplace culture, identify opportunities to improve our work, and implement actionable changes to increase our impact.

The **MAP Van (Mobile Access Project)** provides outreach services to women working on the street every night and every day, 365 days of the year. Many sex-working women work in areas of the city where there are few or no services open late at night. These women are extremely vulnerable, and often targeted.

#### **DUTIES AND RESPONSIBILITIES:**

- Ensure MAP services and resources can be equitably accessed by women in Vancouver's street-based sex trade in a fair and non-judgemental way.
- Provide support to a constant flow of participants to ensure their access to basic **resources**, services, and supports, including information and referral, first aid supplies, harm reduction supplies and education, sex work supplies, clothing/toiletries/makeup donations, and snacks.
- Work one-on-one to assess participants' need for other services and provides them with information on helping organizations and professionals such as community service agencies, counsellors, legal aid lawyers, physicians and mental health services. Recommends appropriate services to participants.
- Provide targeted safety and support by building healthy relationships with all participants, co-creating safety plans with participants, making service referrals, and offering additional supports, as needed and available.
- Provide job-shadowing for new staff. Model appropriate behaviours as well as the mission, vision, and core values of WISH.
- Prepare the van by taking inventory and stocking the van with all necessary materials, supplies, snacks, and beverages.
- Perform first aid duties, provide medical referrals, and/or accompany participants to hospital via taxi in response to critical incidents, as needed.
- Provide overdose prevention and response, and respond to critical incidents in order to maintain the safety of all staff and participants.
- Respond to critical incidents with a trauma-informed lens by implementing immediate crisis intervention techniques in attempt to deescalate participants from anxious or otherwise triggered emotional states; other emotional supports; and/or medical or legal referrals and accompaniments as needed.
- Provide emotional support to participants who have experienced a 'bad date' through active listening, debriefing, validating participants' emotions, and assisting with filling out Bad Date Reports.
- Provide information and support on safety and violence prevention to participants to empower women to make safe and healthy choices for themselves.
- Assist participants in navigating police and other emergency services as needed and liaise as needed.
- Provide appropriate advocacy and support to the women by supplying information and referrals as needed.
- Monitor the MAP phone by retrieving and responding to phone calls and text messages from participants throughout the entirety of the shift.
- Communicate and coordinate with the rest of the team to respond to participants accordingly, including driving, and/or meeting with participants to provide services and supports.
- Ensure the van is driven in a safe and responsible manner that both abides by the rules of the road and does not interfere with sex workers' ability to safely work or access services.

- Maintain the cleanliness of the van during the shift.
- Be present and aware of active sex work strolls by keeping track of all activities and trends that take place along strolls during shift.
- Complete accurate and consistent statistics, stroll logs, and participant logs. Communicate the need for any further participant supports, or follow-up with the MAP Manager.
- Ensure the van's interior is cleaned and re-organized at the end of each shift and is parked in appropriate and legal spots.
- Track inventory of materials and supplies and convey requirements to the MAP Manager.
- Maintain healthy, constructive working relationships with coworkers through teamwork, communication, collaborative decision-making, and debriefing to ensure exceptional service and the safety of all team members and participants.
- Work as a team and follow protocols and procedures, independent of onsite supervision.
- Actively participate in staff meetings, work-related trainings, and communicate constructively with MAP Manager.
- Maintain updated knowledge of relevant DTES and broader Vancouver resources, services, and service providers, as well as current knowledge of sex work legislation and policy issues.
- Consult and liaise with community service agencies to maintain up-to-date information on available resources and maintain community relations.
- Other duties as required.
- Maintain positive relationships with community members and external organizations/ members

#### **QUALIFICATIONS:**

##### **Education and Knowledge**

- A class 5 driver's license with a clean driving abstract.
- Certificate in a related human / social service field
- Possess an understanding of the needs and challenges of women involved in street-based 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 and broader Vancouver community and its services as well as issues in Sex Work legislation and policy.
- Knowledge of useful resources for sex workers, particularly in the areas of housing, emergency medical care, detox and addictions services, and counseling.
- Knowledge and understanding of gender diversity and trans cultural safety.

##### **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 and gender diverse folks) in the street-based sex industry.
- Maintain healthy workplace boundaries and positive working relationships with participants, staff, and external contacts.

- Be able to safely carry up to 20lbs when required while transporting food, drinks, supplies, and/or donations.
- Possess a demonstrated ability to support sex workers compassionately and non-judgmentally while maintaining strong personal boundaries.
- Possess strong collaboration and empathetic communication skills.
- Ability to respond to emergencies and proven experience in crisis de-escalation techniques.
- Hard-worker, self-starter and able to work as part of a team.