

# Nelson & District Women's Centre

## Drop-in Coordinator Job Description

Reviewed: August 19, 2024

*The **Drop-In Resource and Referral Program** is the core project of the West Kootenay Women's Association. The Women's Centre provides a safe space for women, gender diverse individuals, and their children to receive critical services including free access to food, clothing, personal hygiene supplies, counselling, referrals to other community resources, education, skill-building opportunities, access to a feminist library and access to computers and printing. We work hard to provide a safe, low barrier and inclusive environment. There is no cost to access or participate.*

### Job Summary:

The Drop-in Coordinator reports to the Programs manager and is a core member of the Women's Centre team. They are responsible for the day-to-day facilitation of the Drop-in Program, Tuesday Drop-in, Crisis support appointments, and crafternoons. The Drop-in Coordinator shifts are Tuesday Wednesday Thursday, and the role is 14 hours per week and may include occasional weekend or evening hours for meetings and events. Shifts will be discussed in advance.

### Drop-in

- Ensure the site is safe and free of barriers (shovel snow, clear hazards, etc.)
- Brew coffee, tidy, and clean before opening for drop-in
- Create a safe, warm, and welcoming drop-in space
- Engage and build relationships with Women's Centre service users and volunteers
- Provide education and information about community resources
- Provide support and oversight to drop-in volunteers, including conflict management and debriefing
- Maintain regular data collection of drop-in services provided
- Complete daily and weekly cleaning checklist

### Supportive Counselling and Service Navigation

- Provide initial, and ongoing, client needs assessment and goal planning
- Provide referrals and facilitate access to community resources such as counselling, health, employment, financial assistance, housing and shelter services
- Build and maintain relationships with community partners and service providers
- Crisis support, intervention and safety planning

### Operations/Administration

- Receive, coordinate and maintain accurate records of all in-kind donations
- Maintain, organize, and coordinate regular upkeep of the Women's Centre property and supplies
- Consult and collaborate with the Women's Centre team to ensure services are relevant, effective, and accessible

- Participate in evaluation and continuous quality improvement including outcome assessment for services provided
- Follow and implement policies and procedures; ensure confidentiality and best-practice standards are maintained

### **Education and Skills:**

- Education and/or equivalent training and experience in the Human Services field; experience in client-facing, front-line service is preferred
- Demonstrated proficiency in providing support and/or community engagement services
- Training and experience in supportive counselling, victim services and crisis intervention is an asset
- Experience in the area of gender-based violence.
- Ability to work both independently and collaboratively in a team setting
- Excellent communication and negotiation skills
- A strengths-based, non-judgement and client-centered approach to service provision
- Understanding of the impact of biases respecting race, class, sex, gender, sexual orientation, dis/abilities is essential
- Demonstrated cultural awareness and responsiveness in working across diverse populations
- Demonstrated understanding and commitment to feminist, intersectional, trauma-informed, and anti-oppressive frameworks
- High ethical standards and professionalism, with demonstrated ability to adhere to strict confidentiality practices
- Working knowledge of community services and resources in the area is an asset
- Physical ability to lift up to 50lbs

### **Employment Requirements:**

- Access to reliable transportation
- Satisfactory Criminal Record check

**Compensation:** \$18 to \$21 per hour based on skills and qualifications

**Hours:** 12 hours/week ending March 31, 2025.

To apply email your resume and cover letter to:

**Malia Joy (they/them)**

**Executive Director**

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