

Nelson & District Women's Centre

ON CALL: Drop-in Coordinator Job Posting

Reviewed: March 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 ON CALL Drop-in Coordinator reports to the Programs manager and fills the role of the drop-in coordinator as needed. When called, they are responsible for the day-to-day facilitation of the Drop-in Program, which is offered three days each week from 11am to 3pm.

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/hour

Hours: ON CALL (Tuesday Wednesday Thursday 11am to 3pm) Shifts are 4.5 hours.