

# Nelson & District Women's Centre

## Queer Drop-in Coordinator Job Posting

September 19, 2024

*The **Queer Drop-In Resource and Referral Program** provides a safe space for 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 Queer 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 Queer Drop-in Program, which is offered twice per month on Wednesdays from 3pm to 7pm. The Queer Drop-in Coordinator role is 6 hours per shift and may include occasional weekend or evening hours for meetings and events. Programs hours are subject to change.

### **Queer 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
- Plan and facilitate discussions, activities, and workshops that address the diverse needs and experiences of 2SLGBTQIA+ individuals
- Provide support and oversight to drop-in volunteers, including conflict management and debriefing
- Maintain regular data collection of drop-in services provided
- Complete daily cleaning checklist
- Hold safe space and enforce WKWA policies and Procedures

### **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:**

- Lived experience as a member of the gender diverse community
- Demonstrated proficiency in providing support and/or community engagement services
- Ability to work both independently and collaboratively in a team setting
- Excellent communication and negotiation skills
- 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
- A strengths-based, non-judgement and client-centered approach to service provision
- Education and/or equivalent training and experience in the Human Services field; experience in client-facing, front-line service is an asset
- Familiarity with local 2SLGBTQIA+ resources and support services is an asset
- Training and experience in supportive counselling, victim services and crisis intervention is an asset
- Experience in the area of gender-based violence is an asset
- Working knowledge of community services and resources in the area is an asset
- Physical ability to lift up to 50lbs

#### **Requirements:**

- Access to reliable transportation
- Satisfactory Criminal Record check
- Evening availability

**Compensation:** \$18 to \$21/hour based on experience and qualifications

**Hours:** 12 hours per month confirmed to March 31, 2025; subject to change