



Job Posting: Internal/External Shelter Manager

Posting Closes: Open Until Filled

Women with lived expertise in sex work, Indigenous women, Black women, women of colour, trans women, and members of other equity-seeking groups, are particularly encouraged to apply.

ABOUT WISH

WISH is the largest sex worker advocacy 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 some of the most marginalized people in Vancouver; those who experience extreme poverty, homelessness, social exclusion, violence, racism, discrimination and the relentless effects of current and past trauma.

WISH Drop-in Centre Society is a women-only (cis and trans) organization and space.

For more information about WISH and our programs and services, visit our website: <https://wish-vancouver.net/>

Our goal in programming and services is to provide a place of safety and respite, consistency in lives of women that are often chaotic, a sense of belonging, opportunities for involvement with WISH and the community and to meet basic needs of women engaging in street-based sex work. The programs at WISH include the Drop-In Centre, Mobile Access Project (MAP) Van, Supportive Employment Program, Aboriginal Health & Safety Program (AHSP), Learning Centre, Inreach, Transitions Program, and Music Therapy Program.

JOB SUMMARY

This is a new position to WISH, being introduced to manage WISH's first-ever Shelter program.

Reporting to the incoming Director of Programs, the Shelter Manager ensures the safe, welcoming, and sustainable operations of the 24/7, 24-bed temporary, emergency Shelter (to be operational in August 2020). This is a temporary, one-year position that is contingent upon available funding. You are responsible for leading, managing, and supporting Shelter staff with an inclusive and collaborative management style. You will design, implement, and maintain necessary systems, policies, and procedures. You will be responsible for managing resources, budgets, and facilities while providing accessible support and services to women engaged in Vancouver's street-based sex work. The Manager is also responsible for some Human Resources functions and for all administrative tasks of the program. You shall also be an active and engaged member of the WISH leadership team.

JOB DUTIES

- Develop, implement, and maintain all Shelter operations, policies, logistics, and Code of Conduct in collaboration with other relevant Program Managers.
- Design and implement the recruitment, orientation, training, retention, evaluations and performance management of an all-new Shelter program staff, alongside WISH's Human Resources Manager.
- Manage the daily operations and schedule of the Shelter program, directly supervising approximately 15-20 unionized Shelter staff (Program Assistants represented by CUPE, Local 1936) and the Shelter Supervisor or Shift Lead.
- Establish and proactively maintain healthy, collaborative, constructive, and supportive working relationships with all Shelter staff.
- Maintain a strong understanding of the Collective Agreement and how it functions for the Shelter staff.
- Collaboratively participate in the Labour Management Committee, attend regular meetings, and ensures follow-up to any actions resulting from the Joint Health & Safety Committee meetings.
- Develop the monthly shelter schedule, approve vacation requests, respond to shift coverage, and arrange any emergency scheduling changes as needed.
- Complete all administrative tasks for the program including timesheet approval, payroll inquiries, and program petty cash and expenses.
- Participate in the management and control of the Shelter budget and expenses in conjunction with the Director of Programs.
- Collaborate with the Operations Manager to ensure maintenance of equipment, furniture, and facilities of the Shelter space as well as procurement of supplies and physical donations.
- Compile, analyze, and submit statistics and reports related to Shelter services, for internal program development/assessment purposes and to relevant funders.
- Research and provide staff with information regarding relevant and appropriate community services for participants.
- Provide relevant and appropriate advocacy and support to women who access WISH
- Liaise with, and develop or maintain partnerships with relevant stakeholders, funders, policy makers and vendors.
- Establish and maintain healthy, collaborative, constructive, supportive and proactive working relationships with the other WISH program managers and Inreach workers to ensuring consistent wrap-around supports to participants.
- Prepare agendas, and co-chairs regular monthly Shelter staff meetings and represents the Shelter at regular and ad hoc planning/programming meetings.
- Other relevant duties as assigned.

QUALIFICATIONS AND REQUIREMENTS

- Post-secondary education or training in social service work, counseling, or related social sciences is an asset.
- Minimum 3-5 years' experience working in front line social service delivery is required.
- Minimum 3 years direct managerial and supervisory experience of 15+ front line social service staff, leadership skills, budget management, and program management abilities are required.
- Proven management experience in a unionized environment, social services and/or the DTES is a considerable asset.
- Familiarity with resources useful for women in street-based sex work; particularly in the areas of poverty reduction, housing, emergency medical care, detox and addictions services, and counseling is essential.

- Proven experience in scheduling 24-hour programs, responding to emergencies, and mediating crisis and conflict is essential.
- A strong feminist analysis that centers sex workers.
- A strong feminist analysis of violence against women with an understanding of power and its intersection with gender, race, culture, class, ability, religion, sexual orientation, ethnicity, and age.
- Significant understanding and knowledge of systemic barriers and oppression rooted in colonization, racism, transphobia, classism, misogyny, moralism, ableism and how they impact sex workers.
- Alignment with the WISH mission, vision, and core values.
- Excellent interpersonal skills (de-briefing, active listening, conflict resolution, de-escalation, problem solving, supportive) is essential.
- Excellent understanding and experience in creating and maintaining boundaries and supporting staff in doing the same.
- Strong analytical, critical thinking, creative problem solving and organizational and planning skills.
- Demonstrated ability to build a strong team environment with an inclusive, collaborative and supportive management approach.
- Strong commitment to, and proven ability with, self-reflection and personal insight.
- Strong proficiency with Microsoft Office Suite (Slack, SharePoint, Outlook, MS Word, Excel) is essential.
- Lived expertise in the sex industry is a considerable asset.
- Basic handiwork and building maintenance skills are strong assets.
- Class 5 driver's license and reliable vehicle is an asset.
- Non-Violent Crisis Intervention and Trauma Informed Care training are both assets.
- Flexibility required for schedule and hours, must be flexible in responding to emergencies, including after hours, via phone or in person.

COMPENSATION & WORK ENVIRONMENT

- This is an excluded (non-unionized), full-time temporary, one-year position that is contingent upon available funding.
- Compensation range is \$56,035.20 - \$64,438.40/annual, commensurate with experience and ability.
- WISH offers an excellent benefits package (entirely paid by WISH) including employee insurance (medical, dental, life, accident and long-term disability, MSP) following a three-month waiting period.
- We recognize 12 paid statutory holidays.
- We offer a welcoming, team-based office culture in a location that is close to transit.

APPLICATION DETAILS

Please submit a cover letter and resume to **the WISH Human Manager at hr@wishdropincentre.org** Indicate "Application for Shelter Manager" in the subject line.

Women with lived expertise in sex work, Indigenous women, Black women, women of colour, trans women, and members of other equity-seeking groups, are particularly encouraged to apply.

We thank everyone for their application, but only those who have been shortlisted for an interview will be contacted.