

WOMEN'S SUPPORT WORKER

POSITION DESCRIPTION:

The purpose of the women's support worker volunteer position is to create a space that is lowbarrier where all marginalized women and children can have access to various drop-in services and resources, in a safe, warm and welcoming manner.

DELIVERABLES/DUTIES:

- Meet the minimum time commitment of 3 hours per week for no less than 8 months
- Attend scheduled shifts in the drop-in, abide by the cancellation and requesting time off policies
- Manage the use and distribution of all services in the drop-in
- Provide resources and referrals to drop-in participants, as required
- Establish and build rapport with the clients, provide emotional support
- Manage challenging client behaviours, use de-escalation skills as necessary
- Record the number of services used throughout the shift, manage sign-up sheets
- Contribute to the volunteer logs to ensure effective communication and running of the program
- Communicate with staff any issues that arise during your shift in a timely manner
- Maintain the cleanliness and all health and safety standards, as applicable or required
- Comply with applicable EFry policies and procedures

QUALIFICATIONS:

- Must be a minimum of 19 years of age
- Must provide 3 personal references
- Must participate in an interview and orientation process
- Must undergo a satisfactory criminal record check
- Must demonstrate strong communication skills
- Must have a good understanding of oppression, women's poverty issues and trauma informed knowledge
- Have the ability to deflate escalating situations

VOLUNTEER SKILLS:

Counselling, Social Services (Other)

ROLE IS SUITABLE FOR:

Student
Adult
Senior

ADDITIONAL INFORMATION:

The Maida Duncan Women's Drop-in located in New Westminster, first opened in 2001, is named in honour of Maida Duncan, who committed 45 years of volunteer service. The Drop-In provides a safe, welcoming space for women to connect with other women, to access essential services; food, shower, laundry, weekly activities, including dental care. The Drop-In is also a continued point of contact and support for previous EFry clients, to provide ongoing support for all clients, and resources to the women of the community who are struggling with multiple barriers. Since its beginning, the drop-in has relied on volunteers to keep it open. Our center is a free low-barrier service for all women and their children, who reside in the EFry building and/or live out in the community. No referrals or appointments are necessary to use this service.

Operated by EFry volunteers, the Drop-in Center offers women:

- a safe place to relax
- community resources
- computer use and support in using a computer
- free food and snacks
- free clothing and hygiene donations
- occasional craft and education classes
- free shower
- free laundry facilities

We are looking for dedicated volunteers who can create a warm and welcoming environment to all women using our services. Volunteers must have an interest and comfort level in assisting clients coping with poverty, mental health issues, drug or alcohol misuse, and those struggling with chronic health issues. Volunteers must have good communication skills and be comfortable in managing intense emotions and conflict.

Most volunteers commit to two or three hours a week for a minimum of six months, although some volunteers give more time. Our current hours of operation are 12 PM to 9:00 PM Monday, Tuesday, Thursday, and Friday; 10:00 AM to 9:00 PM Wednesday, and 10:00 AM to 5:00 PM on weekends. These are the times in which we need volunteers. Programs and events within the drop-in that volunteers can be involved with depends on their interest, goals and skills.

If this sounds like the place for you, please email the address below to be sent the volunteer application form. Once a copy of the application form and your resume has been received, we will contact you about attending an interview. You will be required to complete a criminal record search as part of our screening process. For more information, contact the Drop-in Coordinator, at maida.duncandropin@elizabethfry.com or call: 604-520-1166 Ext. 221

HOW TO APPLY:

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CONTACT E-MAIL:

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