




# DIRECTOR, DIRECT SERVICES

## INFORMATION

 Wish-Vancouver.net

 @WISHvancouver

 Vancouver, BC

## EXPERIENCE

- Fundraising strategy and program development
- Non-profit governance
- Community and stakeholder engagement

## SKILLS & COMPETENCIES

- Fund development
- Strategic partnerships
- Team building and leadership
- Communication skills
- Cultural awareness

## TO APPLY

Letter of introduction & resume via email to  
Harbour West Consulting



## ORGANIZATIONAL PROFILE

Based in Vancouver's Downtown Eastside, WISH is the largest sex worker support organization in Canada. For more than thirty-five years, WISH has offered a safe place of respite for women and gender-diverse people involved in street-based sex work. WISH Drop-in Centre Society is an organization and space for women and people of marginalized genders, including Two-Spirit, trans, and non-binary.

During the unprecedented two+ years of the pandemic, WISH was required to quickly pivot and implement new programs and services to fill critical sanitation and overdose prevention gaps left by neighbouring community changes and closures, subsequently experiencing considerable growth in a relatively short time. As a result, we embarked on an organizational "reset" to reprioritize the needs of street-based sex workers through restructured programming and services. Additionally, we completed a full-scale Organizational Development Review, designed to evaluate our workplace culture, identify opportunities to improve our work and staff supports, and implement actionable changes to strengthen our service delivery

## ABOUT THE ROLE

Reporting to the Executive Director, the Director, Direct Services oversees the daily operations of the Drop-In, Shelter, Mobile Access Project (MAP Van), and Food Security (Kitchen) programs; their management; and direct service teams of unionized employees. Within these programs, the position is responsible for organizational development, budget and finances, human resources functions, managing and implementing full cycle change management and liaising with senior leadership and stakeholders. The Director, Direct Services ensures strategic, effective, and consistent service delivery across all programs under their purview in order to synergize cross-program work and best meet the needs of the community.

This is an excellent opportunity for a dynamic, community driven leader who is dedicated to innovative, sustainable, and inclusive non-profit programs and services. The preferred candidate will have experience working in a unionized environment and knowledge of programs and operations including the ability to bring a vision to expand and diversify the Society's scope, leveraging digital technology to support service delivery and organizational excellence. The role requires excellent interpersonal, communication, and team building skills, with a commitment to seamless team management and development, program delivery, and quality control and evaluation.

## CONTACT DETAILS

*Harbour West Consulting believes equity, diversity, and inclusion are essential for the organizations we serve to achieve the business goals they strive for. We believe that everyone –no matter their gender, racialized identity, ethnicity, sexual orientation, age, ability, religion, political beliefs, family status, socioeconomic status, citizenship status, or Indigenous status – should have equitable access to jobs and opportunities. We strive to ensure the recruitment process unfolds in a fair, transparent, timely and open manner to include individuals previously underrepresented or discouraged from participating.*

*Should you be interested in learning more about this exciting opportunity with WISH Drop-In Centre please contact Harbour West Consulting at 604.998.4032 or forward your resume and letter of introduction, in confidence, to info@hwest.ca. We will respond to all who express interest.*