

Nelson & District Women's Centre

Drop-in Coordinator Job Description

Reviewed: June 4, 2025

*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.*

Contract: Begins September 1, 2025, ends March 31, 2026, with potential to continue.

Offering: Orientation, training shifts, and optional on-call drop-in shifts during August.

Job Summary:

The 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 Drop-in Program, which is offered three days each week. On Tuesdays and Wednesdays, we are open from 11am to 3pm. On Thursdays we are open 12pm to 3pm. The Drop-in Coordinator role is 14 hours per week and may include occasional weekend or evening hours for meetings and events. Shifts will be discussed in advance.

The Drop-In Coordinator is the welcoming face of the Women's Centre and holds a complex and essential role in the ecosystem of our organisation. We hope you will have a strong understanding of intersectional feminism, be passionate about small inclusive organisations, be excited to collaboratively navigate challenges, and are fearless in the name of equity and social justice!

Fundamental soft skills necessary are compassion, strong conflict resolution experience and a bright and enthusiastic energy. This role requires emotional resilience and strong boundaries. On an operational level, you must be a natural multi-tasker, keen to take initiative while also being capable of active listening and solution oriented support.

From finding resources and referrals for service users in crisis, to keeping the fridge clean and the shelves stocked - this is a dynamic role with lots of moving parts and it will be perfect for someone who likes to keep moving and engaged throughout their shift.

Drop-in

- Ensure the site is safe and free of barriers (inside and outside the building)
- Brew coffee, tidy, and clean before and after 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
- When its quiet stay busy with task list
- 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 experience in community services, social work, counselling, gender based violence.
- experience in client-facing, front-line service
- 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.
- Experience in the hospitality or service industry is a welcome asset.
- 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
- Ability to work on your feet for 4-hour shifts
- Physical ability to lift up to 50lbs

Employment Requirements:

- Access to reliable transportation
- Satisfactory Criminal Record check

Compensation: \$25.95/hour.

Hours: 14 hours/week

Contract: Begins September 1, 2025, ends March 31, 2026, with potential to continue.

Offering: Orientation, training shifts, and optional on-call drop-in shifts during August.

To apply email your CV to info@nelsonwomenscentre.com