



People & Culture Coordinator Job Description

About DEWC

The Downtown Eastside Women's Centre (DEWC) exists to support and empower women and children, living in extreme poverty in the Downtown Eastside of Vancouver, who are particularly vulnerable to violence, exploitation, injustice and injury. Through low barrier Drop-In Centers and Emergency Shelters, DEWC provides basic need services, programs, and specialized supports to over 1000 women and children daily to help them survive the conditions that surround them.

Job Summary

DEWC is seeking a proactive and detail-oriented People & Culture Coordinator to support the day-to-day operations of the People & Culture Team. The People & Culture Coordinator is responsible for providing administrative support to the People & Culture team focusing on creating a positive workplace.

Reporting directly to the Director, People & Culture, the Coordinator will work in collaboration with other DEWC staff to ensure services to women. She will work from a feminist perspective and within an anti-oppression framework.

Key Duties & Responsibilities

- Serves as the primary administrator for updating and maintaining HR system data
- Promote DEWC values, foster a positive environment, and assist with performance management and development programs
- Ensure all HR documentation is completed, signed, and filed appropriately in employee records.
- Maintain and regularly audit employee records
- Responsible for maintaining the HRIS ensuring data accuracy, security, and compliance, training users, and integrating the system with other tools for streamlined HR operations
- Act as a first point of contact for employee questions, interpreting policies and guiding managers
- Support with data reporting, attendance tracking, and ensuring HR processes are compliant
- Draft employment letters status change letters and other employment-related correspondence
- Ensure confidentiality of employee records and sensitive HR information
- Provide general administrative support to the team as required, including scheduling meetings, preparing minutes, and responding to staff inquiries.
- Support attendance management processes by tracking absences, maintaining related documentation, and preparing reports for review.
- Assisting in the development and implementation of People & Culture policies and initiatives.
- Provide timely updates to the Director, People & Culture on attendance and employee issues.
- Assist with HR-related communications to staff and managers.
- Coordinate HR projects like meetings, training, surveys, and audits.
- Other related duties not specified that may be assigned from time to time.

Qualifications required:

- A relevant diploma/degree and minimum (2) years related human resources experience preferable within a non-profit, unionized environment
- Knowledge of employment standards, and other employment related acts & regulations.
- Experience in HRIS systems preferably ADP Workforce now and Workforce Manager or a comparable HRIS and strong data entry capability
- Knowledge of HR practices, such as attendance management, and disciplinary procedures.
- Strong organizational and interpersonal skills with keen attention to detail.
- Excellent communication skills, both verbal and written.
- Demonstrated discretion in handling sensitive and confidential information.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Ability to work independently and collaboratively
- Must have a strong working knowledge and analysis of the issues impacting women in the DTES, including gender-based violence, mental health, homelessness, and addiction.
- Must work from strong feminist analysis and within an intersectional, anti-oppression framework
- Understanding of and practices a trauma informed care response when working with women
- Strong conflict resolution skills and practice
- Demonstrated crises intervention training and experience
- Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, and centre members
- Ability to work within a chaotic environment and with a diverse community of women
- A First Aid and NVCI certificate is required
- Candidate must undergo a criminal record check
- Hourly position that requires some work outside of regular scheduled hours to undertake position responsibilities, meet deadlines, and ensure delivery of high-quality programs and services

Reports to: Director, People & Culture

Organizational Status

The Downtown Eastside Women's Centre operates on the unceded & ancestral Musqueam, Squamish & Tsleil-Waututh Territories (x^wməθk^wəy̓əm, Sk̓wx̓wú7mesh, and sə́ilwətaʔt), to provide a safe, non-judgmental environment for women from all walks of life, who live and/or work in the Downtown Eastside. To achieve this goal, the Centre provides supportive surroundings with meals, counseling, advocacy and programs which nurture and empower members. The Downtown Eastside (DTES) as a neighbourhood is well-known within Vancouver and even across Canada for its disproportionate levels of poverty and extreme marginalization. Home to populations made vulnerable including those who are unhoused, struggle with their mental health, and/or with their substance use, it is also a place known for its creativity, community activism, and tenacity in the face of tremendous stigma.

DEWC staff are called to enhance connections and collaboration and promote an atmosphere of safety in all aspects of their work. DEWC acknowledges that our work environment is directly impacted by all forms of oppression and the impact of colonialism where staff will be witness to women's trauma and the consequences of injustice.