



YWCA
REGINA

A TURNING POINT
FOR WOMEN
UN POINT TOURNANT
POUR LES FEMMES

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Shelter Counsellor (Case Worker), YWCA Regina January 30, 2019

Hours of Work: 35 -36.5 hours/average per week, 7 am to 5 pm (including 2 weekends per month)

Length of Employment: Permanent

Open to: Internal and External applicants

The YWCA Regina exists to support all women and families in the realization of their full potential which benefits the community as a whole.

- Women and families are safe, secure and free from gender-based violence. They have access to safe, affordable and stable housing.
- Women and families are empowered and supported in accessing tools and navigating systems to advance their wellness and are thriving, respected and valued through the process.
- The community benefits from the full and equal inclusion and advancement of women and families because their experiences and perspectives are built into the foundation of all facets of society.

Position Description

The YWCA is seeking applications for a Shelter Counsellor for My Aunt's Place, a 22 bed emergency shelter for women and children experiencing homelessness. The Case Counsellor is responsible for providing practical support to all residents and ensuring the smooth operation of the shelter office. A main focus of the counsellor, in cooperation with the rest of the team, is to create and monitor strength based individualized plans with each woman staying in the shelter to help facilitate meeting her needs/goals. This position will be under the direct supervision of the Manager and under the general supervision of the Director Women's of Housing.

Responsibilities:

Client Service

- Build therapeutic relationships with all residents;
- Provide practical support for all aspects of resident stays;
- Provide information, education, and support to the women as needed;
- Cooperate with the other Shelter Counsellors and Home Operator to create individualized plans for each woman;
- Provide referrals and advocacy to ensure that women have necessary supports to deal with barriers regarding housing;
- Maintain an orderly and comfortable environment, which includes ensuring that guidelines are followed;
- Assist with shelter programming;

Administration and Operations

- Answer shelter phone and record all calls, screen requests for entry and respond to information requests;
- Complete intake and departure process with each woman/family;
- Maintain accurate records in the HIFIS database;
- Assist with transportation as appropriate;
- Assist with the daily operation of the shelter.

Qualifications:

- Bachelor's degree in Social Work, Justice Studies, or other human service field OR an equivalent combination of education and experience;
- 2 or more years of experience with previous case management experience preferred;
- Demonstrated experience working with the complex needs of people experiencing homelessness;
- Knowledge of the community systems and services, Trauma Informed Care, and Family Violence would be an asset;
- Ability to work independently and with a team;
- Accurate record keeping ability and basic computer skills (knowledge of HIFIS would be an asset);
- Good communication and organizational abilities;
- Crisis intervention skills;
- Strong knowledge of Indigenous culture and background
- Cultural awareness, and respect for women and children of various backgrounds;
- Class 5 driver's license;
- Valid First Aid/CPR certification

To Apply: Submit cover letter and resume to April Markus, Manager of My Aunts Place at aprilm@ywcaregina.com or fax 306-525-2171 or drop off/mail to 1940 McIntyre Street, Regina, SK, S4P 2R3 by February 14, 2019. Only applicants selected for an interview will be contacted. No phone calls please.