



YWCA
REGINA

A TURNING POINT
FOR WOMEN
UN POINT TOURNANT
POUR LES FEMMES

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Overnight Shelter Counsellor, YWCA Regina

December 5, 2018

Hours of Work: 11:45pm until 7:15am, average of 22 hours per week, including two weekends per month

Length of Employment: Permanent

Start Date: December 17th, 2018

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 an Overnight Shelter Counsellor for My Aunt's Place. The Shelter Counsellor is responsible for providing practical support to all residents and ensuring the smooth operation of the shelter. A main focus of the Overnight Shelter Counsellor, is to provide support to individuals needing support during the night. This position also assists in providing sanitation to the shelter overnight. 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

- Provide all care, advocacy, counselling, and listening from a trauma informed care lens;
- Build therapeutic relationships with all residents;
- Provide practical support for all aspects of resident stays;
- Provide information, education, referrals, and support to the residents as needed;
- Collaborate with the other Shelter Counsellors to create individualized plans for each resident and family;
- Provide referrals and advocacy to ensure that residents have necessary supports to deal with barriers regarding housing;
- In collaboration with the team create a collaborative, supportive, and welcoming environment;
- 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 case management and stats keeping records;
- Maintain accurate records in the HIFIS database;
- Assist with the daily operation of the shelter including but not limited to the sorting of donations, cleaning, sorting and upkeep of toys, and assisting with the groceries and food inventory;

Qualifications:

The minimum requirement for the Shelter Counsellor is a post-secondary degree or certificate in a related field. An equivalent combination of education and experience will be considered. The Shelter Counsellor must hold a class 5 driver's license, provide a satisfactory criminal record check, including a vulnerable sector check, and have a valid CPR/First Aid certification.

- Ideally the successful candidate will have demonstrated understanding of/experience with:
 - Demonstrated experience working with the complex needs of people experiencing homelessness including addictions, mental wellness, poverty and abuse
 - 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;

To Apply: Submit cover letter and resume to Janet Tzupa, Director of Women's Housing at janett@ywcaregina.com by December 14th, 2018. Only applicants selected for an interview will be contacted. No phone calls please.