



YWCA
REGINA

A TURNING POINT
FOR WOMEN
UN POINT TOURNANT
POUR LES FEMMES

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Residence Support Worker, YWCA Regina

December 5, 2018

Hours of Work: Friday evenings 4:30-9, Saturdays 11-3, and Sundays 12-3. With possibility to pick up hours within the week

Length of Employment: Permanent

Start Date: As soon as possible

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

Under the supervision of the Manager, the Residence Support Worker has primary responsibility for providing support to the individuals staying in the residence. The Residence Support Worker will work cooperatively with the Residence and Case Coordinators to create a positive communal environment for all residents and will contribute to a healthy team culture amongst program staff that enhances collaboration, with a respectful approach to challenging issues.

Responsibilities:

Client Service: The Residence Support Worker will have primary responsibility for providing support for women in the Supportive Housing programs. Specifically, she is responsible for:

- Assisting the Coordinators in the case management process for women in the transitional housing spots, including screening and intake, needs assessment, housing plans, and transition to permanent or alternate housing;
- Providing individualized support for tenants in a permanent room, utilizing a client-directed case planning process that works toward establishing community supports;
- Maintain a wait list prioritized by level of vulnerability, a concerns list of clients currently unsuitable for the program, and a chart of occupied rooms;
- Offer all services from a Housing First and Harm Reduction philosophy, using creative approaches to avoid eviction;

Employ creative problem solving to resolve conflicts between Residents and foster a positive community within the Residence.

Assist in programming for Residents that addresses determinants of health and builds community;

Administration and Accountability: The Residence Support Worker will work in partnership with the Coordinators to ensure programs operate efficiently and effectively, maintaining high quality service and positive reputation of the programs in the community;

- Maintain client records in HIFIS/documentation as outlined in Residence policy/procedure manual;
- Collaborate with Reception staff to ensure smooth systems/processes related to Residence;
- Regular communication with team members and Manager to ensure efficient and effective service delivery
- Monitor and report maintenance issues to Manager and Director of Maintenance;
- Foster positive professional relationships with staff in agencies also serving our client base;
- Other duties that may arise in the operation of the Residence or the YWCA;
- Participate in training as outlined in the Housing Department training planned, with a focus on continuous improvement of skills.

Qualifications:

The minimum requirement for the Residence Coordinator is a post-secondary degree or certificate in a related field. An equivalent combination of education and experience will be considered. The Residence Coordinator must hold a class 5 driver's license, provide a satisfactory criminal record check, including a vulnerable sector check, fingerprints for an advanced clearance 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 collaboratively with a team;
- Accurate record keeping ability and basic computer skills;
- 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 resume and cover letter to Janet Tzupa, Director of Women's Housing by email at janett@ywcaregina.com by December 14th, 2018. Only selected candidates will be contacted. No phone calls please.