



**YWCA**  
REGINA

A TURNING POINT  
FOR WOMEN  
UN POINT TOURNANT  
POUR LES FEMMES

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## **Shelter Counsellor Isabel Johnson Shelter, YWCA Regina November 5<sup>th</sup>, 2018**

**Hours of Work:** Part time night - 25 hours per week

**Length of Employment:** Permanent

**Start Date:** November 19<sup>th</sup>, 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**

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The YWCA is seeking applications for Shelter Counsellors for the Isabel Johnson Shelter. 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 Shelter Counsellor, in collaboration 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**

- 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;
- Collaborate with Kikinaw Residence staff in providing after hours support as needed;
- Provide referrals and advocacy to ensure that residents have necessary supports to deal with barriers regarding housing;

## **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 and/or WSIS database;
- Assist with transportation as needed and available;
- 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 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;
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**To apply:** Submit resume and cover letter to Emily Jones, Manager of Isabel Johnson Shelter and Kikinaw Residence by email at [emilyj@ywcaregina.com](mailto:emilyj@ywcaregina.com) by November 13<sup>th</sup>, 2018. Only selected candidates will be contacted. No phone calls please. Preference will be given to Candidates of Indigenous Ancestry.