



## Shelter Support Worker, YWCA Regina

November 3, 2017

**Hours of Work:** 34 hours/week average, (Day and Evening shifts includes weekdays and weekends.)

**Length of Employment:** 11 Months

**Start Date:** Immediate

**Open to:** Internal and External applicants

The YWCA Regina exists to support and empower women, children and youth in addressing their diverse needs in the realization of their full potential, which benefits all. And further, it exists so that:

- Women, youth & children are safe, secure & free from abuse,
- Women, youth & children are empowered & supported in making healthy choices,
- Women, youth & children are making independent choices & are taking responsibility for their lives, &
- Women, youth & children work towards a better world for themselves & others.

### Position Description

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Under the supervision of the Manager and Director of Women's Housing, the Isabel Johnson Shelter Support Worker has three primary responsibilities:

- Provide practical support to women and children fleeing domestic violence,
- Work in cooperation with the shelter team to create and monitor strength based individualized plans for each resident to meet her goals and needs,
- Ensure smooth operations of the shelter.

### Responsibilities:

#### Service Delivery

- Provide 24-hour practical support for all aspects of resident stays;
- Provide information, education, and support to the women as needed;
- Create individualized plans with each woman including safety planning for herself and her children as a crucial part of the plan.
- Provide referrals and advocacy to ensure that women have necessary supports to deal with their complex needs.
- Provide inclusive, client-centered services to the women and children from a trauma-informed perspective.
- Maintain an orderly and comfortable environment.
- Assist with shelter programming;

## Administration and Operations

- Respond to calls on the crisis line and general inquiries
- Complete intake and departure process with each woman/family;
- Maintain detailed and accurate case files for each client.
- Assist with the daily operation of the shelter, including meal plans and cleaning.
- Attend bi-monthly staff meetings to coordinate caseload and ensure regular communication;
- Assist with transportation of women and children as needed.
- Carry out some administrative functions and assist with shelter and equipment maintenance.
- Assist with women's programming as necessary
- Provide support for YWCA residents in the absence of a Residence Worker and communicate all necessary information to the Residence staff.
- Provide coverage at night for Front Desk as needed.
- Actively participate in professional development opportunities as often as possible
- Assist with the daily operation of the shelter.
- Participate in public education and prevention work in the community as needed

This position requires the ability to do shiftwork 24/7; the ability to lift and carry laundry, personal belongings, groceries, garbage and other items; the ability to respond to all tasks is necessary in the operation of a shelter for families.

## **Requirements:**

- Post-secondary degree or certificate in a related field or an equivalent combination of education and experience will be considered
- A class 5 driver's license
- Provide a satisfactory criminal record check – with a vulnerable sector check, including a vulnerable sector check and an advanced security check
- Valid CPR/First Aid certification (or be willing to obtain).
- The successful candidate will have demonstrated understanding of/experience with:
  - the complex issues of domestic violence including addictions, mental wellness, poverty, and homelessness
  - responding to crisis situations
  - good communication and organization skills
  - accurate record keeping and basic computer skills
  - respect for cultural diversity and familiarity with issues affecting Aboriginal communities

**To Apply:** Submit cover letter and resume to Janet Tzupa, Director of Women's Housing at [janett@ywcaregina.com](mailto:janett@ywcaregina.com) or fax 306-525-2171 or drop off/mail to 1940 McIntyre Street, Regina, SK, S4P 2R3 by November 15<sup>th</sup>, 2017. Only applicants selected for an interview will be contacted. No phone calls please.