



YWCA
REGINA

A TURNING POINT
FOR WOMEN
UN POINT TOURNANT
POUR LES FEMMES

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Casual Shelter Counsellor, Women's Housing

January 11, 2021

Hours of Work: Casual – Hours vary depending on shifts available

Shifts include: Day, afternoon, evening, and overnight shifts

Length of Employment: As needed

Start Date: As soon as possible

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

The YWCA is seeking applications for Casual Shelter Counsellors for My Aunt's Place, Kikinaw Women's Residence, and Isabel Johnson Shelter. The Shelter Counsellor is responsible for providing practical support to all residents while ensuring day to day operation needs are met. This position will be under the direct supervision of the and under the general supervision of the Director of Women's Housing.

Responsibilities include:

Client Service

- Provide Trauma Informed, person-centred support;
- Provide practical support for all aspects of resident stays;
- Provide information, education, and support to the women as needed;
- Provide referrals and advocacy to ensure that women have necessary supports to deal with barriers regarding housing;
- Maintain a welcoming and comfortable environment;
- Assist with shelter programming;
- Respond to crisis situations



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, including women's files;
- Assist residents with transportation as required;
- Assist with the daily operation of the shelter including but not limited to meal prep, room cleaning, and helping residents with chores.

Requirements:

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;

Note: To remain as a casual staff, you must be able to pick at least 1-2 regular shift and 1 on-call weekend shift per month.

To apply: Submit a cover letter and resume including three professional references with Email and phone contact to: Samantha Soriano-Hale, Staff Coach, Isabel Johnson & Kikinaw Residence - samanthas@ywcaregina.com by **January 23rd, 2021.**