



YWCA
REGINA

A TURNING POINT
FOR WOMEN
UN POINT TOURNANT
POUR LES FEMMES

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Residence Coordinator, Kikinaw Women's Residence, YWCA Regina January 12, 2021

Hours of Work: 37.5 Hours per week, Monday to Friday a mix of 9am-5pm and 1pm-9pm as based on program need

Length of Employment: Permanent

Start Date: ASAP

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

As a part of the Women's Housing Leadership Team, and under the supervision of the Manager, the Residence Coordinator has primary responsibility for the Permanent and Transitional Housing Programs, and is a support role in the Parole and Teen programs. The Residence Coordinator will work cooperatively with the Case Coordinator and other program staff 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 Coordinator will have primary responsibility for case planning and support for women in the Supportive Housing programs, with input from other program staff. Specifically, she is responsible for:

- All steps 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, collecting rent and arrears and other administrative duties;
- 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.
- Organize/plan programming for Residents that addresses determinants of health and builds community;

Administration and Accountability

The Residence Coordinator works very closely with the Case Coordinator 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;
- Submit transitional room occupancy reports monthly to Manager;
- Collaborate with Reception staff to ensure smooth systems/processes related to Residence;
- Provide direction and assistance to reception and shelter staff during non-working hours in emergency situations related to women in the transitional and supportive housing programs;
- Regular communication with team members and Manager to ensure efficient and effective service delivery, including providing updates at weekly team meetings on open files and issues arising;
- Monitor and report maintenance issues to designated maintenances staff;
- 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, such as social work, human justice, addictions, or an equivalent combination of education and well-established experience in a related field of work. 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.

The successful candidate, who will work from a Trauma-Informed Approach and has in-depth knowledge about domestic violence and women's homelessness, will have demonstrated understanding of/experience with:

- Working with higher acuity women experiencing homelessness, trauma, addictions, mental wellness, abuse and poverty.
- Knowledge of systems and services in the community;
- Proven application of Trauma Informed Care;
- Ability to work independently and collaboratively with a team;

- Accurate record keeping ability and basic computer skills;
- Good communication and advocacy skills;
- De-escalation and crisis intervention skills;
- Strong knowledge of Indigenous culture and background and its relation to colonization and continuing oppressive practices;
- Cultural awareness, and respect for women and children of various backgrounds; and
- The ability to work with our women patiently and without judgment.

To apply: Submit resume and cover letter to Cora Sellers, Senior Director of Women's Housing by email at coras@ywcaregina.com by January 22, 2021. Only selected candidates will be contacted.