



**YWCA**  
REGINA

A TURNING POINT  
FOR WOMEN  
UN POINT TOURNANT  
POUR LES FEMMES

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## Resident Support Worker, Women's Housing

April 22, 2021

**Hours of Work:** Weekends, Casual – Hours vary depending on shifts available – shifts include days, afternoon/evening and overnights

**Length of Employment:** As needed

**Start Date:** As soon as possible

**Open to:** Internal and External Hiring

### Position Description

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The YWCA is seeking applications for Casual Resident Support Workers for My Aunt's Place, Kikinaw Women's Residence, and Isabel Johnson Shelter. The Resident Worker 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 Staff Coach 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 Resident Worker is a post-secondary degree or certificate in a related field. An equivalent combination of education and experience will be considered. The Resident Worker 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

**To apply:** : Please submit resume and cover letter including three professional references with Email and phone contact to Samantha Soriano-Hale, Director of Kinship and Program Development Women's Housing, [samanthas@ywcaregina.com](mailto:samanthas@ywcaregina.com) or fax 306-525-2171 or drop off/mail to 1940 McIntyre St, Regina, SK, S4P 2R3 by May 6th, 2021.