



**YWCA**  
REGINA

A TURNING POINT  
FOR WOMEN  
UN POINT TOURNANT  
POUR LES FEMMES

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## Shelter Counsellor, My Aunt's Place

**Hours of Work:** 7am – 4pm on rotation including two weekends a month

**Length of Employment:** Permanent

**Start Date:** ASAP

**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.

Further, *“YWCA Regina is committed to anti-colonial, anti-racist practice and to a workplace that prioritizes cultural safety. In particular, YWCA Regina acknowledges and accepts that our social systems, communities, and often our interpersonal relationships are corrupted as racism against Indigenous peoples prevails throughout the fabric of Canadian society. The Association is committed to systemic change and to actions that further justice, truth, and reconciliation for Indigenous peoples and the society as a whole.” (YWCA Policy Manual).*

### Position Description

The YWCA is seeking applications for a Daytime Shelter Counsellor 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 include:

#### Service Delivery

- Provide all care, advocacy, counselling, and listening from a trauma informed care lens;
- Build therapeutic relationships with all residents;



- Actively work towards developing familiarity with Indigenous cultural traditions and engagement with Indigenous people and communities.
  - Provide practical support for all aspects of resident stays;
  - Ensure the well-being of all women and children by maintain a clean facility;
  - 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;
  - Provide referrals and advocacy to ensure that residents have necessary supports to deal with barriers regarding housing;
  - Establish/maintain positive relationships with actors in the criminal justice system including police, prosecutors, Legal Aid, crown prosecutor, defense attorneys, and Victim Services to ensures principles, guidelines, and laws such as the Victims Bill of Rights, testimonial aids, or other supports are utilized as best they can to address the victim's needs;
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- Support women and families in preparing for their move into housing including helping them to arrange utility hook up, financial planning, food planning, locating furnishings, community mapping, and developing a housing preservation plan to reduce the risk of future homelessness;

### **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;

### **Requirements:**

- Experience working with Indigenous communities and cultures;
- Bachelor's degree in Social Work, Justice Studies, or other human service field OR an equivalent combination of education and experience;
- 2 or more years of case management experience is preferred;
- **Demonstrated experience working with the complex needs of people experiencing homelessness**
- **Knowledge of the Child Welfare system, 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;
- Cultural awareness, and respect for women and children of various backgrounds;
- **Class 5 driver's license;**
- **Valid First Aid/CPR certification**

**To apply:** Submit a cover letter and resume including three professional references with Email and phone contact to, April Markus, Manager of My Aunt's Place by email at [aprilm@ywcaregina.com](mailto:aprilm@ywcaregina.com) by **Friday December 3, 2021**. We invite applicants to voluntarily self-identify as Indigenous (First Nation, non-status, Metis, or Inuit) in the cover letter and/or resume. Only applicants selected for an interview will be contacted. No phone calls please.