



YWCA
REGINA

A TURNING POINT
FOR WOMEN
UN POINT TOURNANT
POUR LES FEMMES

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Diversion Support Worker, Women's Housing Department

Hours of Work: 11pm-7am

Length of Employment: Term Position April- December 2022

Start Date: ASAP

Wage: \$22.80/hr

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

Under the supervision direct of the *Women's Housing Managers* and the general supervision of the *Directors of Women's Housing*, the *Diversion Support Worker* will respond to crisis and provide support from a Trauma Informed, harm reduction and client centered approach to women and families with complex barriers while working in collaboration with all YWCA Women's Housing teams in meeting basic needs for housing, food, and safety. The duties and responsibilities include:

Service Delivery

- Connect with and build relationships as the first point of contact for walk-in clients at the YWCA,
- Direct clients into appropriate YWCA programs (Outreach, Shelter, or Residence) or provide light touch diversions services
- Respond to crisis situations in a trauma informed manner, de-escalate when needed.
- Support women and families to connect with *Outreach Coordinators, Residence Coordinators, or Shelter counsellors* to navigate government and community programs.



- Maintain positive relationships with other frontline teams working with our target population, with a focus on agencies providing services for individuals impacted by trauma, mental health challenges and addictions.
- Actively work towards developing familiarity with Indigenous cultural traditions and engagement with Indigenous people and communities.
- Establish/maintain positive relationships with other professionals in the community including police, mental health support teams, emergency services.
- Follow common case planning process with each individual, including: Intake/assessment process

Administrative Duties

- Maintain detailed and accurate electronic case files using HIFIS
- VI-SPDAT, Track referrals, contacts, and other stats in accordance with program standards
- Provide verbal and written reports to appropriate area managers at predetermined intervals
- Attend meetings to coordinate caseload and ensure regular communication with other YWCA Women's Housing teams
- Cooperate with team members to ensure other administrative needs are met

Qualifications:

- 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
- 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: Bernard Mathieson, *Outreach Manager* - bernardm@ywcaregina.com, closing date is **August 12, 2022**. 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.