



YWCA
REGINA

A TURNING POINT
FOR WOMEN
UN POINT TOURNANT
POUR LES FEMMES

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Women's Housing Support Team Members Shelter Counsellor, Amowacistin Pahkahokowin (Beehive Heartbeat) Home YWCA Regina

October 21, 2022

Hours of Work: Days-7a-4p on a rotational schedule working two weekends per month

Length of Employment: Permanent

Compensation: \$22.80 per hour

Open to: Internal and external candidates

Closing Date: Screening of applications will begin immediately and will remain open until October 28, 2022

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

Under the direct supervision of the Women's Housing Extended Leadership Team or designates, Support Team Members are responsible for providing a safe and nurturing home for women and families on a 24-hour basis

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 and family staying in the shelter to help facilitate meeting needs/goals.

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 maintaining 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 ensure 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;
- 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;
- 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;**

To Apply:

INTERNAL: Submit a letter of interest to: Women's Housing: claudettea@ywcaregina.com.

EXTERNAL: Submit a cover letter and resume, including three professional references with both phone and email contact information to: Women's Housing: claudettea@ywcaregina.com

Please clearly state the position for which you are applying.

We will reach out to applicants selected for an interview, no phone calls please.

We invite applicants to voluntarily self-identify as Indigenous (First Nation, non-status, Metis, or Inuit) in the cover letter and/or resume.

