

Shelter Case Coordinator, Isabel Johnson Shelter

March 13, 2023

Hours of Work: 9am-5pm Monday to Friday, 37.5hrs/week

Length of Employment: Permanent

Start Date: Immediate

Salary/Hourly Wage: \$23.90/hr.

Open to: Internal/External

YWCA Regina Inc, established in 1910, aspires to a world where communities benefit from the full and equitable inclusion of women and families and that the experiences and perspectives of women and families are reflected in all facets of society. We are a community voice of and for women and a trusted partner in addressing the most complex community issues faced by women and our community. YWCA Regina provides childcare, shelter and housing, community programs, family support programs, and outreach.

YWCA Regina Inc. Values

Respect: *Everyone is deserving of an equitable and judgement free environment*

Inclusion: *Everyone has an equal voice*

Trust: *Our work is done with integrity and authenticity to maintain the trust we have gained in our community*

Encouragement: *We meet people and community where they are to support where they want to be*

Resiliency: *We address difficult conversations and community issues*

YWCA Regina is committed to anti-colonial, anti-racist practice and to a workplace that prioritizes cultural safety. In addition, YWCA Regina is committed to creating a safe, inclusive, and accessible services and spaces for Gender and Sexually Diverse Persons. YWCA Regina acknowledges and accepts that our social systems, communities, and often our interpersonal relationships, organizational processes, advocacy, and practices perpetuate the marginalization of Indigenous peoples, Black people and Gender and Sexually Diverse people. YWCA Regina is committed to systemic change and to actions that further justice, truth, and reconciliation for marginalized peoples. YWCA has established commitments that outline the implementation of new practices and procedures involving actionable changes to policy, systems and governance.

Position Description:

The Isabel Johnson Shelter Case Coordinator has primary responsibility for the case management of the women and families at Isabel Johnson Shelter. The Isabel Johnson Shelter Case Coordinator will work cooperatively with the Isabel Johnson Shelter counsellors and all other Women's Housing program staff to create a positive communal environment for all shelter clients and 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 Case Coordinator will have primary responsibility for case coordination and support for women in Isabel Johnson Shelter, with input from the shelter counsellors and manager. Specifically, she is responsible for:

- Steps in the case management process for women in the shelter, including screening and intake, needs assessment, housing plans, and transition to permanent or alternate housing;
- Providing individualized support for women and families in shelter, utilizing a client-directed case planning process that works toward establishing community supports;
- Maintain a wait list, a concerns list of clients currently unsuitable for the program, and a chart of occupied rooms, and other administrative duties;
- Using an innovative approach, offer all services from a Housing First and Harm Reduction philosophy;
- Employ creative problem solving to resolve conflicts between Residents and foster a positive community within the Shelter.

Administration and Operations:

The Case Coordinator works very closely with the Shelter Counsellors and Manager 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;
- Collaborate with Diversion staff to ensure smooth systems/processes related to the shelter;
- 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;
- Foster positive professional relationships with staff in agencies also serving our client base; and
- Participate in Women's Housing Department training with a focus on continuous improvement.

Qualifications:

- Experience working with Indigenous peoples 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 is essential;
- 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; and
- Valid First Aid/CPR certification

How to Apply:

Submit your cover letter and resume to brighthd@ywcaregina.com or drop off/mail to 1940 McIntyre Street, Regina, SK, S4P 2R3 marked Attn: Brigih da Silva by Friday, March 27th.

Note: Only applicants Selected for an interview will be contacted. No phone calls, please.