

Support Service Staff

March 16, 2023

Hours of Work: Casual

Length of Employment: Permanent

Start Date: Immediate

Salary/Hourly Wage: \$15.45

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:

Under the direct supervision of the Director of Operations, the Support Service Staff are responsible for maintaining a warm and welcoming environment, providing excellent customer and support service, as well as matching our clients and customers with programs and services that best suit their diverse needs.

Responsibilities:

- Welcoming and directing customers and clients
- Taking payments using a P.O.S. system and processing an accurate cash out
- Providing clear and objective reporting of YWCA Programs
- Keeping up to date with the dynamic nature of YWCA Regina programming
- Answering the YWCA Switchboard and general office work
- Monitoring the lobby and all exit doors
- Tracking and recording Supervised Access/Exchanges

Qualifications:

- Some Post-Secondary education or current enrollment is an asset
- Experience using the Microsoft Office and Google platforms
- Self-directed, demonstrated ability to work effectively without constant and direct supervision or guidance
- Knowledge of the community systems and services as well as Trauma Informed Care would be an asset
- First Aid/CPR-C or willingness to obtain
- Excellent communication and interpersonal skills
- Cultural awareness, and respect for women and children of various backgrounds
- Knowledge of the City of Regina and downtown core
- Must be able to provide a criminal record check with a vulnerable sector check

How to Apply:

Submit your cover letter and resume to Krista Ball, Director of Operations at kristab@ywcaregina.com or drop off/mail to 1940 McIntyre Street, Regina, SK, S4P 2R3 marked Attn: Krista Ball by Thursday March 23, 2023.

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