

Women's Housing, Casual Shelter Team Member

November 07, 2023

Hours of Work: No set schedule – on call for a full weekend once every four weeks

Length of Employment: Permanent

Start Date: Immediate - Flexible

Hourly Wage: \$20.70

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 YWCA is seeking applications for Casual Shelter Team Members for the Women's Housing Department. The Casual Shelter Team Member is responsible for providing practical support to all residents while ensuring day to day operation needs are met. This position will be under the direct supervision of the Women's Housing Managers and under the general supervision of the Director of Kinship and Program Development for Women's Housing.

Responsibilities:

- 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 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

Qualifications:

Required:

- Experience working with Indigenous communities and cultures
- 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

Asset:

- 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
- Class 5 driver's license
- Valid First Aid/CPR certification – must be obtained within the first three months of employment

Shift Expectations:

- Able to work a minimum of 3 regular shifts and 1 on-call weekend per month.
- Must provide specific availability schedule and respond to calls during those times, and be prepared to work shifts on short notice.
- Willing to attend departmental and organizational trainings

YWCA Regina Employment Benefits:

- Flexible work schedule
- (12) YWCA Stat Holiday Days
- Use of YWCA vehicle as needed – for work purposes – with proper credentials

How to Apply:

EXTERNAL: Submit a covering letter, and resume, including three professional references with both Email and telephone contact information to: careers@ywcaregina.com by 2023-11-30

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

Please clearly state the position for which you are applying. We will reach out to applicants selected for an interview, no phone calls please.