

## Women's Housing Casual Support(s)

|                             |   |
|-----------------------------|---|
| <b>Department</b>           | Women's Housing   |
| <b>Position Title</b>       | Casual Support(s)   |
| <b>Hours of Work</b>        | No set – meeting expectations set out by department                           |
| <b>Position Type</b>        | Permanent   |
| <b>Reports To</b>           | Resident / Shelter Manager  |
| <b>Start Date</b>           | As soon as possible   |
| <b>Wage</b>                 | \$20.70-\$21.74 starting based on experience and knowledge – three step scale |
| <b>Work Location</b>        | Various   |
| <b>Open To</b>              | Internal and External Applicants  |
| <b>Application Deadline</b> | 1pm, Friday, May 07, 2026   |

### POSITION DESCRIPTION

YWCA Regina is seeking applications for Casual Shelter Support Workers for the Women's Housing Department. The Casual Shelter Worker 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 Directors and Senior Director for Women's Housing.

### KEY RESPONSIBILITIES

#### **Provide all care, advocacy, counselling, and listening from a trauma informed care lens (75%)**

- 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 Team Members 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 (25%)**

- 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

### **WHAT WE'RE LOOKING FOR**

---

We know that skills and experience are built in many ways. Community involvement, formal credentials, lived experience, non-traditional career paths and volunteer work are all valued here. If you meet most of these qualifications and are deeply committed to the mission of YWCA Regina, we encourage you to apply. Please use your cover letter to speak to the experiences — paid or unpaid — that have prepared you for this work.

#### **Education**

- Bachelor's degree in Social Work, Justice Studies, or other human service field OR an equivalent combination of education and experience

#### **Experience**

- Experience working with Indigenous communities and cultures
- Demonstrated experience working with the complex needs of people experiencing homelessness

#### **Knowledge, Skills & Abilities**

- 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

### **ASSETS & PREFERRED QUALIFICATIONS**

---

- Experience in a non-profit or multi-site work environment.
- Experience working in and/or an understanding of trauma-informed practice.

- Lived experience with the communities YWCA Regina serves, including Indigenous communities, racialized communities, or communities experiencing poverty, housing instability, or family violence.

## WORKING CONDITIONS & PHYSICAL REQUIREMENTS

---

|                            |   |
|----------------------------|---|
| <b>Work Environment:</b>   | 75% on floor – engaged with persons and activities – 25% computer   |
| <b>Physical Demands:</b>   | Continuous movement for majority of shifts up to 10 hours   |
| <b>Schedule:</b>           | Able to work a minimum of 3 regular shifts and 1 on-call weekend per month.<br>Must provide specific availability schedule and respond to calls during those times<br>Be prepared to work shifts on short notice.<br>Willing to attend departmental and organizational training courses |
| <b>Special Conditions:</b> | Class 5 driver’s license<br>Valid First Aid/CPR certification - obtained within the first three months of employment<br>Criminal record check   |

## YWCA REGINA EMPLOYMENT BENEFITS

---

- 10 statutory holiday days plus 3 YWCA Regina–recognized paid days annually.
- Access to the YWCA Regina vehicle fleet for work purposes (with applicable credentials).
- Access to the organization’s on-site fitness facility.
- Casual dress code and flexible work week.
- In House Training & Development and Cultural Teachings
- A values-driven team committed to equity, care, and community impact.

## OUR COMMITMENT TO EQUITY & INCLUSION

---

As an organization led by and for women, YWCA Regina is deeply committed to building a team that reflects the full diversity of our community. We strongly encourage applications from Indigenous peoples (First Nations, Métis, and Inuit), Black people, racialized persons, people with disabilities, 2SLGBTQIA+ individuals, newcomers, and all others who bring perspectives that enrich our work.

We understand that systemic barriers can discourage people from applying for roles where they are underrepresented. We want to be clear: your lived experience, community knowledge, and unique perspective are genuine assets here. We are actively working to build conditions where every team member can contribute fully and see themselves reflected in our organization.

Accommodation is available at any stage of the recruitment process. If you require support to participate equitably, please contact us at [careers@ywcaregina.com](mailto:careers@ywcaregina.com) and we will work with you to meet your needs in a timely and confidential manner.

YWCA Regina uses a structured interview process designed to assess competencies fairly and consistently. Shortlisted candidates will be contacted directly. We thank all applicants for their interest; only those selected for an interview will be contacted.

## HOW TO APPLY

---

Please reference “**WH Casual Support**” clearly in the subject line of your application. Applications that do not include this reference may be deemed ineligible.

YWCA Regina invites applicants to voluntarily self-identify as Indigenous (First Nation, non-status, Métis, or Inuit) or as a member of another equity-deserving group in their cover letter and/or resume. Self-identification is entirely voluntary and will not be used in any way that disadvantages applicants.

**INTERNAL APPLICANTS:** Submit a letter or statement of interest from your YWCA Regina email address to [careers@ywcaregina.com](mailto:careers@ywcaregina.com) by 1pm Thursday May 07, 2026.

**EXTERNAL APPLICANTS:** Submit a cover letter and resume to [careers@ywcaregina.com](mailto:careers@ywcaregina.com) by 1pm Thursday May 07, 2026.

**NOTE:** Professional references will be requested from finalists only. Please do not include references with your initial application.

## ABOUT YWCA REGINA

---

YWCA Regina Inc., established in 1910, aspires to a world where communities benefit from the full and equitable inclusion of women and families, and where 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 issues faced by women and our community. YWCA Regina provides childcare, shelter and housing, community programs, family support programs, and outreach.

For over a century, YWCA Regina has been a cornerstone of life in Regina — evolving to meet the needs of women and families across generations. Our work spans emergency shelter, affordable housing, licensed childcare, family violence prevention, and wraparound community supports. We are a value-driven organization where staff are not simply delivering services — they are partners in meaningful, community-led change.

Working at YWCA Regina means joining a team that leads with love, operates with grit, and believes deeply that every person deserves dignity, safety, and belonging. Our staff bring a wide range of backgrounds, identities, and experiences — and that diversity makes our work stronger.

YWCA Regina is committed to anti-colonial, anti-racist practice and to a workplace that prioritizes cultural safety. We are committed to creating safe, inclusive, and accessible services and spaces for gender and sexually diverse persons. We acknowledge that our social systems, communities, and organizational processes can perpetuate the marginalization of Indigenous peoples, Black people, and gender and sexually diverse people. We are committed to systemic change and to actions that further justice, truth, and reconciliation for marginalized peoples.

## OUR VALUES

---

- **Mutual Respect:** Everyone deserves an equitable, judgement-free environment.
- **Truth, Trust & Transparency:** We conduct our work with honesty, integrity, and transparency to hold ourselves accountable and maintain the trust we have earned in our community.
- **Community Allyship:** We embrace change by amplifying voices that guide our work. We actively advocate with and meet people and the community where they are, to support them in getting where they want to be.
- **Collaboration:** The collective strength, aligned partnerships, and interconnectedness of community enable us to drive change, disrupt power structures, and address barriers.
- **Love and Care:** The way in which we care for our people and community matters. By providing a nurturing, welcoming, and loving environment, we create spaces for care, a sense of belonging, family, and home.
- **Grit:** Our perseverance, passion, and resilience affirm our belief that change is possible even in the face of adversity

