YWCA REGINA
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Evening Residence Support Worker

Department	Women's Housing – Kikinaw
Position Title	Residence Support Worker (Evening)
Hours of Work	37.5 hours/week – 1:00pm to 9:30pm Rotation including 2 weekends per month
Position Type	Full-time Permanent
Reports To	Residence Manager
Start Date	Immediately
Salary	From $22.48 - $23.66 Based on experience and qualification
Work Location	Onsite at the Kikaskitânaw Centre, 2817 12th Avenue, Regina SK S4T 4Y9
Open To	Internal and External Applicants
Application Deadline	1:00 p.m. CST, Wednesday November 11, 2026

POSITION DESCRIPTION

Residence Support Worker provides front-line support to those experiencing crisis or immediate needs related to food, safety, housing, health and more. They take a trauma-informed, harm reduction and client-centered approach to women and families with complex barriers. And they use their strong knowledge of internal and external services to connect or refer those they serve to appropriate support. By building trusted relationships, the Residence Support Worker diverts individuals in need away from use of emergency services by connecting them to relevant information, programs and supports.

KEY RESPONSIBILITIES

Build rapport through presence in space and connection (35%)

- Foster a welcoming, safe, and inclusive environment by maintaining a visible and approachable presence within the Community Hub.
- Utilize trauma-informed, person-centered, and culturally responsive practices to identify immediate needs, strengths, and priorities and support access through coordination or referrals when possible.
- Complete informal needs assessments by talking and observing changes in wellbeing, safety, or basic needs.
- Through walk-abouts, check-in on and connect with community members who may require support or assistance.
- Respond to crisis situations, including drug poisoning and medical emergencies, in a trauma-informed manner, de-escalate when needed.
- Maintain a clean, organized, and welcoming environment that promotes dignity and belonging.

Connects community members to services and make appropriate referrals (40%)

- Coordinate access to Community Hub amenities including showers, laundry facilities, hygiene supplies, and clothing vouchers.
- Facilitate warm handoffs to YWCA staff and external partners whenever possible to reduce service barriers.
- Encouraging connection to programming within the YWCA.

Reporting and Case Planning (15%)

- Document daily interactions, services provided, referrals, and significant events in HIFIS and program communication logs in a timely manner.
- Assist women by providing information and helping to fill out various forms such as applications for housing and income assistance.
- Share relevant observations with Outreach Manager and co-workers to support continuity of care.
- Use expected referral and intake processes internally to ensure programmatic and funder expectations are achieved.

Connect women and families to cultural supports, programming, and ceremony (10%)

- Actively work towards developing familiarity with Indigenous cultural traditions and engagement with Indigenous people and communities.
- Access and support women and families in accessing and participating in Indigenous cultural and ceremonial programming and content.

WHAT WE'RE LOOKING FOR

Education

- Bachelor's degree in social work, Child and Youth Care, Justice Studies, OR a related field, OR an equivalent combination of education and experience.
- Basic First Aid/CPR.

Experience

- Experience working with Indigenous communities and cultures.
- Demonstrated experience working with the complex needs of people experiencing homelessness.
- Experience working with individuals involved with the Child Welfare system and other government systems.

Knowledge, Skills & Abilities

- Knowledge about mental health issues and substance use disorders and how to respond to them.
- Ability to work independently and with a team; effective communication and organizational abilities.
- Accurate record keeping ability and basic computer skills (knowledge of HIFIS would be an asset).
- Crisis intervention and deescalation skills.
- Awareness of colonization and the intergenerational impacts it has had on women and families; and
- Respect for women and children of various backgrounds.

ASSETS & PREFERRED QUALIFICATIONS

- Knowledge of trauma informed care, and family violence.
- Naloxone training is an asset.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

Work Environment:	Onsite or in community
Physical Demands:	Standing, walking and some lifting (under 25 lbs).
Schedule:	1:00pm to 9:30pm Rotation (working 2 weekends per month).
Special Conditions:	Valid First Aid / CPR certification; Criminal/Vulnerable Sector record checks.

YWCA REGINA EMPLOYMENT BENEFITS

- 4% employer RRSP contribution (employee-directed, no match required) available after three months of employment.
- Employer-paid extended health and dental benefits, with option to enhance coverage at minimal employee cost — available after three months of employment.
- Paid vacation, accrued based on hours worked, starting at 3 weeks annually and increasing with years of service.
- 10 statutory holiday days plus 3 YWCA Regina–recognized paid days annually.
- Paid sick days annually, with carryover provisions.
- 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.
- 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 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 "**Evening Residence Support Worker"** 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 by 1:00 p.m. CST, Wednesday November 11, 2026.

EXTERNAL APPLICANTS: Submit a cover letter and resume in one single document to careers@ywcaregina.com by 1:00 p.m. CST, Wednesday November 11, 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.

