



**Residential Support Worker**  
**Community Health: Young Moms Program & Pandora Youth Apartments**

**Wage Range:** \$21.00-\$22.00 per hour  
**Position:** Casual/Term (maternity leave coverage), 35 hours/week  
**Placement:** October 2020 (late September start negotiable)  
**End Date:** October 2021

**Nature and Scope:**

Reporting to the Program Managers of Young Moms Program (YMP) and Pandora Youth Apartments (PYA), the Residential Support Worker provides a wide variety of supportive services offering independent living skills support, parenting support, and advocacy to those that have been vulnerably housed in the past. The Young Moms Program is a safe, supportive, transitional housing program offering counselling, independent living skills, and parenting supports for young mothers and their child under the age of five. The program has 10 self contained apartments on site. The Pandora Youth Apartments Program is a safe and affordable transitional housing and life skills program with 8 self contained apartments on site. The successful applicant will be based at YMP, and will provide periodic support to PYA.

This is an opportunity for someone who is a highly motivated self-starter with the ability to work both independently and as a dedicated team member. The ideal applicant will have experience in advocacy, mediation, decision-making, effective communication and counselling, and ideally have experience working collaboratively with MCFD and multi-barriered youth in a residential setting.

The successful applicant enjoys creating a sense of community while supporting the effective and safe operation of program facilities: house keeping, light administrative duties, donation management. The Residential Support Worker provides individualized support for youth and young mothers offering emotional support, problem solving support, appointment support, support with routines and housekeeping as needed to maintain their suites, and support positive lifestyle changes.

The successful applicant must be available to work a variety of shifts including some evenings and weekends. The standard work week is from Sunday-Thursday; the successful applicant must be available to work a flexible schedule to meet the needs of our residents. This Term position is entitled to an individual YMCA-YWCA membership and 4% vacation pay.

**Responsibilities:**

- Participates in overall household management (general upkeep through daily property check, cleaning common areas, maintenance and supply issues)
- Assists clients with independent living skills, parenting, emotional, and problem-solving support facilitating client directed personal growth
- Participates in programming that facilitates relationships with clients and assists with preparations for group programs



- Communicate/consult with relevant service providers and other professionals
- Assist clients in accessing community resources, supports and services
- Serve as a model and resource for program youth
- Assists with office management and administrative tasks
- Manages and organizes program donations
- Assists in ensuring the residence meets Association health and safety criteria
- Participates in team meetings as necessary and performs other duties as required

**Qualifications:**

- Diploma in Social Work or Child and Youth Care, and 1 year of relevant work experience
- Work experience in a residential setting with youth facing challenging circumstances
- Strong computer skills (MS Office software) and administrative experience required
- BC Drivers License (Class 5) with a safe driving record, and a reliable vehicle with adequate insurance
- Foodsafe certification an asset
- Current Standard First Aid and CPR C certification required
- Clean Police/RCMP Criminal Record Check with Vulnerable Sector Screening required

**Competencies:**

In addition to bringing a commitment to the YMCA-YWCA mission and vision:

- Be a self-starter with the ability to work independently and as an integral of a team
- Highly motivated, positive, innovative, flexible, and energetic
- Able to work with diverse and challenging populations and strong relationship building skills; able to use sound judgement and strong problem solving skills in crisis situations
- Strong communication skills - engages effectively with clients, co-workers, and other stakeholders
- Integrity – demonstrates responsible behaviour and maintains high ethical standards
- Organized with strong time management and attention to detail
- Commitment to Organization Vision and Values
- Commitment to Health and Safety

**To Apply:** Please send a cover letter and resume to:

Human Resources  
YMCA-YWCA of Vancouver Island  
Email: [hr@vancouverislandy.com](mailto:hr@vancouverislandy.com)

**Please Note:**

1. **Application Deadline:** This posting will close when a suitable candidate has been found.
2. **We thank all applicants, but only short-listed candidates will be contacted.**

*The YMCA-YWCA of Vancouver Island is an equal opportunity employer.*