



April 13, 2021

**Residential Support Counsellor (On-call Support)**

**Community Health: Young Moms Program & Pandora Youth Apartments (Downtown Victoria)**

**Vacancies:** 1

**Position:** Casual

**Placement:** April / May 2021 (negotiable)

**Wage:** \$19.50 - \$21.50/hour (Programming and call outs)

**On-Call Stipend:** \$250/week

**Nature and Scope:**

Reporting to the Program Managers of Young Moms Program and Pandora Youth Apartments, the Residential Support Counsellor (On-call) assists residents by providing after-hours response services evenings, weekends and holidays – on alternating weeks. The Young Moms Program offers safe, stable, affordable housing for young mothers (aged 16-29) and their child under the age of five years. The Pandora Youth Apartments Program is a safe and affordable transitional housing and life skills program for youth ages 15-19. Both locations have eight self contained apartments.

The successful applicant will be a highly motivated self-starter with the ability to work both independently and as a dedicated team member. The ideal candidate will possess well-rounded skills 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 will work as part of a small team within a large organization. This offers opportunities for skill development, fast and effective professional feedback and debriefing, and some flexibility in the on-call schedule. The Residential Support Counsellors (On-call) provide emotional support and apply problem solving skills to help residents manage routine housing issues such as lock outs and noisy neighbours, as well as responding to more serious concerns. The work schedule involves being on-call and available to respond after hours (5pm-9am) Monday-Friday and 24 hours/day on weekends and statutory holidays. The position also includes the opportunity for occasional weekday and evening programming shifts to assist with activities such as cooking and other life skill groups/providing additional shift coverage. Residential Support Counsellors (On-call) must be able to physically respond to either program site within ½ hour and must have unrestricted access to a personal vehicle while on call and have a full class 5 driver's licence.

**Responsibilities:**

- Respond immediately to after-hours calls from residents
- Assist with the facilitation of group programming
- Build relationships with and serve as a model and resource for program youth
- Assist clients in accessing community resources, supports and services
- Support the well-being of clients and provide solution-focused counselling
- Communicate/consult with relevant service providers and other professionals
- Maintain current and accurate records and complete reports as required
- Operate within the programs' operational budgets



- Participate in meetings as necessary and perform other duties as required

**Qualifications/Certifications:**

- Relevant post-secondary education (minimum of a 2-year diploma; 4-year degree in Social Services preferred) or an equivalent combination of education and experience
- Work experience with youth and young parents required
- Knowledge of MCFD protection policy
- Knowledge of relevant community resources and referral processes
- Current Standard First Aid and CPR C required
- Full class 5 driver's licence
- Clean Drivers Abstract and unrestricted access to a reliable vehicle required
- Clean Police/RCMP Criminal Record Check with Vulnerable Sector Screening required

**Competencies:**

- Commitment to organization vision and values – demonstrates and promotes a personal understanding of and appreciation for the mission, vision and values of the YMCA-YWCA
- Strong communication skills – engages effectively with participants, co-workers and other stakeholders
- Service orientation
- Integrity – demonstrates responsible behavior at all times and maintains high ethical standards
- Health and Safety - demonstrates a working knowledge of health and safety policies and procedures and ensures their implementation
- Team work – encourages cooperation and shares best practices, works collaboratively
- Commitment to health and safety
- Ability to use clear judgement and sound problem solving in crisis situations

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

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

**Please Note:**

- 1. Application Deadline:** This posting will close when a suitable candidate has been found.
- 2. Please indicate in your cover letter how you heard about this position.**
- 3. We thank all applicants, but only short-listed candidates will be contacted.**

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