



October 13, 2023

Residential Support Counsellors (On-call Support) – 2 Positions
Programs: Young Moms Program & Pandora Youth Apartments (Victoria)

Weekday Nights Shift Position:

- **Monday evening to Saturday morning (times negotiable)**
- Base Compensation: \$222.90/week
- Additional Wage: \$27.04/hour (Programming and call-outs)

Full Week Position:

- **Monday evening to the following Monday morning (times negotiable)**
- Base Compensation: \$360.06/week
- Additional Wage: \$27.04/hour (Programming and call-outs)

Both Positions:

- Work Schedule: Alternating 1 week on / 1 week off
- Position Classification: Casual
- Start Date: Immediate / Negotiable

Nature and Scope:

Reporting to the Program Managers of Young Moms Program and Pandora Youth Apartments, the Residential Support Counsellors (RSC On-call) assist residents by providing after-hours response services evenings, weekends and holidays – on alternating weeks.

The Young Moms Program offers safe, stable, affordable housing for 10 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 8 youth ages 15-19. Both locations offer participants 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 RSC (On-call) works 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. This position provides 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 to evening and

over-night calls Monday-Friday and 24 hours/day on weekends and statutory holidays (shifts are adjusted on statutory holidays). **The RSC On-call works for one week, then has the following week off of work.** The position also includes the opportunity for weekday and evening programming shifts to



assist with activities such as cooking groups and other life skill groups, and 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
- 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
- Assist with the facilitation of group programming
- 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 preferred
- Knowledge of MCFD protection policy
- Knowledge of relevant community resources and referral processes preferred (will train)
- Current Standard First Aid and CPR C required
- Possess a full BC Drivers' License (Class 5) with adequate insurance, a clean Drivers Abstract and unrestricted access to a reliable vehicle required
 - The Y will cover the additional cost of "Business Use" coverage (the cost over standard coverage fees)
- Clean Police/RCMP Criminal Record Check with Vulnerable Sector Screening required
- The YMCA-YWCA has implemented a mandatory COVID-19 vaccination policy requiring all staff and volunteers to be fully vaccinated (2 doses)

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
- 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



YMCA-YWCA
Vancouver Island

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

Human Resources
YMCA-YWCA of Vancouver Island
Email: hr@vancouverislandy.ca

Please Note:

- 1. Application Deadline: Shortlisting for interviews will take place as applications are received.***
- 2. Please indicate in your cover letter which position you are applying for & 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.