



May 8, 2024

Residential Support Counsellors (On-call Support – Alternating Weeks)

Programs: Young Moms Program & Pandora Youth Apartments (Victoria)

Full Week Position:

- **Monday evening 5:00 pm to the following Monday morning 9:00 am**
 - Base Compensation: \$360.06/week
 - Additional Wage: \$29.20/hour (Programming and call-outs)
 - Work Schedule:
 - On-call and available to respond to evening and over-night calls Monday-Friday and 24 hours/day on weekends and statutory holidays
 - 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. In this position you provide emotional support and apply problem solving skills to help residents manage routine housing issues such as lock outs and noisy neighbours, as well supporting residents with short term issue specific intervention plans for more serious concerns.

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. 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



vacation coverage shifts, and weekday coverage, statutory holiday coverage, and evening programming shifts to assist with activities such as cooking groups and other life skill groups.

Residential Support Counsellors (On-call) must be able to physically respond to either program site within ½ hour, have unrestricted access to a personal vehicle while on call, and have a full class 5 driver's licence.

Responsibilities:

- Build relationships with and serve as a model and resource for program youth
- Respond immediately to after-hours calls from residents
- Support the well-being of residents including wellness checks and provide solution-focused counselling
- Assist residents in accessing community resources, supports and services
- Update daytime staff and for shift changes with other on-call staff
- 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
- Clean Police/RCMP Criminal Record Check with Vulnerable Sector Screening required

Competencies:

- Ability to use clear judgement and sound problem solving in crisis situations
- 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



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 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.