



Residential Support Counsellors (On Call)

Young Moms Program & Pandora Youth Apartments (Victoria)

Positions Available:

1. **Full Week Position:** Monday evening 5:00 pm to the following Monday morning 9:00 am
 - **Base Compensation: \$403.27/week**
2. **Weekday Nights Shift Position:** Monday evening to Saturday morning (times negotiable)
 - **Base Compensation: \$249.65/week**
3. **Weekend Shift Position:** Saturday (9:00 am) to Monday (9:00 am)
 - **Base Compensation: \$153.62/weekend** (*additional \$49.93 with a Friday night start)

All Positions:

- **In addition to the base on-call compensation, the hourly wage range is \$31.20-\$33.00/hour (depending on education and experience)**
 - **For programming involvement and attending either site in person**
- 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. 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 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 daytime / evening programming shifts to assist with activities such as cooking groups and other life skill groups.



Responsibilities:

- Must be able to respond, in person, to either program site within ½ hour.
- 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
- Experience providing trauma-informed care to women and youth with histories of gender-based violence.
- Demonstrated ability to create a safe, supportive, and gender-sensitive environment for clients.
- 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

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: January 27, 2025**
- 2. Please note: Shortlisting for interviews will take place as applications are received.**
- 3. We thank all applicants, but only short-listed candidates will be contacted.**

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