

Employment Opportunity

Residential Programs Counsellor

Salary: \$47,775-\$56,550

Working at YWCA Banff

YWCA Banff is a community-based, feminist organization with over 100 years of experience in Banff and the Bow Valley. Governed by a volunteer Board of Directors, our organization shapes a safe, inclusive community that empowers women and their community in support of our vision of a thriving, equitable society. The primary role of the Residential Programs Counsellor is to provide assessment, emotional support, advocacy, and crisis intervention across the spectrum of Residential Programs which include the Domestic Violence/Sexual Violence Emergency Shelter, Project Home, Bridge Housing, Residence and Affordable Housing. Residential Programs supports a 24/7 service delivery model and includes an on-call after hours program.

A Day In the Life

Specific responsibilities include but are not limited to:

- Respond to crisis situations and requests for service for on-site Residential Programs which currently include DV/SV Emergency Shelter, Project Home, Bridge Housing, Residence and Affordable housing
- Complete intakes as required including providing crisis interventions and assessments for those experiencing domestic and sexual violence who are entering on-site spaces
- Support Residential Programs clients with counselling, safety planning, goal setting, community resource information, housing stabilization and referrals, as required
- Coordinate the provision of basic needs (food, personal hygiene products, etc.) in line with advocacy framework
- Support community education, awareness and prevention activities and initiatives in collaboration with advocacy and community programs colleagues.
- Communicate capacity, perpetrator and client profiles, length of stay, and other pertinent operational information to YWCA Banff team
- Complete accurate and timely documentation and data collection
- Provide support and consultation to the Residential Program team while contributing to a positive and supportive workplace environment
- Participate in after-hours on-call program
- Other related duties as assigned by the Manager of Residential Programs

Qualifications & Experience

The ideal candidate offers:

- Degree or diploma in social work, psychology, or a related social science field.
- Registration with a governing body preferred
- 1-2 years' experience working in domestic/sexual violence, homelessness, or housing
- Experience in crisis intervention skills including Suicide intervention, de-escalation, first responders to sexual violence
- Ability to work independently and in a team and with a diverse client population
- Strong problem-solving skills and ability to serve clients in line with YWCA Banff guiding principles and advocacy framework
- Strong organizational, data collection and assessment skills
- Willingness to participate in professional development, self-reflection, and continued growth

Position Details

The Residential Programs counsellor is a full-time position working 37.5 hours per week as a member of the Residential Programs Team. The position is eligible for the YWCA Banff benefits & wellness program. This position includes dedicated funding and space for learning and Professional Development opportunities.

If you want work that will change lives, we want to meet you.

If you are interested in this role, please submit a cover letter and resume to jobs@ywcabanff.ca.

To learn more about this opportunity or to request accommodation in the application process, please reach out to jobs@ywcabanff.ca

Applications will be accepted on an ongoing basis until the position is filled.

The YWCA offers a competitive benefits and compensation package with options for flexibility and encourages training and personal development for all employees.

YWCA Banff is committed to reflecting the diversity of our community and our field of work, in line with our commitment to building a thriving, equitable society for everyone. We celebrate diversity, recognizing it as both a strength and an advantage to our organization and community.

We encourage all qualified applicants to apply including women, persons with disabilities (seen and unseen), members of visible minorities, Indigenous Peoples, veterans, individuals of diverse gender and sexual orientation and all groups protected by the Human Rights Code.

YWCA Banff strives to create a working environment that is inclusive, psychologically and physically safe and ensures everyone can be heard and valued for their contributions. YWCA Banff is committed to making any reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. To request an accommodation, please email jobs@ywcabanff.ca.