



Program Case Worker
Hopeful Hearts Home, Transitional Housing

ABOUT YWCA SASKATOON:

The YWCA Saskatoon is a dynamic team dedicated to positively impacting the lives of women, their families, and the community. YWCA Saskatoon is a vibrant organization providing inclusive community services on Treaty Six territory and the homeland of the Métis peoples since 1910. We look forward to the possibility of you joining our team.

DIVERSITY, EQUITY, & INCLUSION STATEMENT:

At the YWCA Saskatoon, we believe in the importance of diversity, equity, and inclusion. We are dedicated to creating and cultivating an inclusive workspace and workforce that represents the communities we serve. We acknowledge that certain groups have been historically disadvantaged and continue to face barriers in the workforce. In collaboration with the Canadian Employment Equity Act, we have identified the following groups, which have experienced historical and/or current obstacles, as part of our equity priority group:

These include:

- Indigenous peoples
- Persons of colour
- Persons with disabilities
- Women
- 2SLGBTQ+ community
- Newcomers to Canada

We base our selection process on merit and encourage all diverse groups to participate fully. We acknowledge the barriers that affect equity groups, and we're committed to addressing, mitigating and accommodating these barriers to strive for equity in the workplace.

If at any time during the application and selection process you require accommodation, please email Mirna Funes-Klaassen at mfklaassen@ywcaskatoon.com

POSITION SUMMARY: The Program Case Worker will provide trauma-informed, client-centered case management services to women who are survivors of interpersonal violence and are transitioning to independent living through our housing program. This role involves comprehensive assessment, advocacy, individualized service planning, and ongoing support to empower clients in their healing journey. The ideal candidate will have a deep understanding of trauma-informed care, feminist theory, and the unique needs of women experiencing interpersonal violence.

POSITION REPORTING:

Reports to Transitional Housing Manager

WHAT WE OFFER:

- Rewarding work; contribute to meaningful change for clients and our community
- An inclusive and supportive team
- Fitness membership at Fitness on 25th and a discounted rate on eligible programs

HOURS OF WORK:

Working a **4-week rotating schedule of 10-hour shifts**, including days, evenings till midnight, every other weekend and some stat holidays.

WAGE:

\$24.74 per hour (Step 1 – Outreach Worker classification wage grid)

Please note SEIU – West is the union and bargaining agent for all in-scope employees.

MAJOR RESPONSIBILITIES: Working as part of a collaborative team, provide:

Client Support & Advocacy:

- Conduct intake assessments to determine the immediate and long-term needs of women entering the program, ensuring a holistic approach to each client's emotional, physical, and social well-being.
- Develop individualized service plans in collaboration with clients, focusing on empowerment, self-determination, and long-term stability.
- Offer crisis intervention and emotional support, providing a safe and compassionate environment where clients can explore their options and make informed decisions.
- Advocate on behalf of clients in accessing services such as legal support, healthcare, mental health services, and employment resources.
- Assist mothers and their children in developing healthy routines, relationships and support networks.

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We pay our respect to the First Peoples of this land and affirm our commitment to authentic, meaningful and action-led truth and reconciliation.

Trauma-Informed Case Management:

- Utilize trauma-informed practices to guide interactions, ensuring that all services provided acknowledge and respect the client's past experiences and foster a sense of safety and trust.
- Support clients in processing and managing the psychological, emotional, and practical challenges of recovery from interpersonal violence.
- Monitor and assess clients' progress regularly, adjusting service plans as needed to meet evolving needs.
- Assist clients in building a support network, identifying healthy relationships, and accessing community resources.
- Knowledge of Adverse Childhood Experiences (ACEs) and an understanding of how childhood trauma impacts brain development, contributing to negative health outcomes later in life.

Crisis Management:

- Respond promptly to client crises and provide immediate support as needed, including safety planning and emergency resources. Ensure clients understand their rights and the availability of services, supporting them in making informed choices about their safety and well-being.

Education & Empowerment:

- Facilitate individual and group workshops on topics such as impacts of trauma, self-care, financial literacy, and life skills, incorporating feminist theory and principles of empowerment. Promote independence and self-advocacy, encouraging clients to take an active role in their recovery process and in making decisions about their futures.

Collaboration & Coordination:

- Work closely with other program staff, service providers, and community partners to coordinate comprehensive care for clients (and their children), including mental health professionals, legal advocates, and other health professionals.
- Participate in regular team meetings, case conferences, and professional development opportunities to ensure the continued quality of services provided.

Record Keeping, Finance & Budgeting:

- Maintain thorough and confidential case records, ensuring that all documentation is up-to-date, accurate, and in compliance with program standards.
- Must have the ability to accurately track monetary transactions, and submit reconciles.

Cultural Competence:

- Demonstrate cultural competence and humility, recognizing the intersectional nature of oppression and how factors such as race, class, sexuality, and disability impact experiences of interpersonal violence.
- Ensure services are accessible and inclusive to women from diverse backgrounds, including indigenous women, women of colour, LGBTQIA+ individuals, and immigrant and refugee populations.
- Other duties as required

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QUALIFICATIONS AND EXPERIENCE:

- Bachelor of Social Work – an equivalent combined experience and education may be considered
- Registered Social Worker designation preferred
- Minimum of 2 years' experience in case management or direct service work. Related experience working with women, survivors of violence or trauma or within a housing program will be considered a valuable asset.
- Strong understanding of trauma-informed care and its application in case management.
- Knowledge of feminist theory and an understanding of how power dynamics impact women's experiences of violence and recovery.
- Demonstrate ability to work with diverse populations and provide culturally competent services.
- Crisis intervention skills and experience in safety planning, ability to manage unpredictable challenging behaviors including the possibility of physical and verbal aggression. While safety measurements are in place and training is provided such behaviors should be considered typical working conditions.
- Excellent interpersonal, communication, and advocacy skills.
- Ability to maintain boundaries and provide emotional support in a compassionate, non-judgmental manner.
- Strong organizational skills and attention to detail, with the ability to manage a caseload effectively.
- Able to work independently but also contribute as part of a strong collaborative team.
- Adhere to confidentiality and privacy guidelines.
- Flexibility and adaptability to meet the changing needs of clients.
- An understanding of, and commitment to, the values, mission and vision of YWCA Saskatoon.
- Criminal record clearance and vulnerable sector checks.
- Reliable vehicle and valid driver's license with passenger liability insurance over \$2,000,000.

CONTACT INFORMATION:

This is a **full-time position starting immediately**. Applications in the form of a resume and cover letter will be accepted until **July 25, 2025 by 4pm** and should be forwarded to careers@ywcaskatoon.com with attention to Mirna Funes-Klassen.

YWCA Saskatoon thanks all who apply. Only those selected for an interview will be contacted.

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