



DIRECTOR, HOUSING & CRISIS SERVICES
JOB POSTING

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 during the application and selection process you require accommodation, please email Areesha Kansi at akansi@ywcaskatoon.com.

YWCA Saskatoon operates on Treaty 6 Territory – the traditional homeland of the Nehiyaw and Nehithaw Cree, Dene, Nahkawe Saulteaux, Dakota, Lakota and Nakoda peoples, as well as the Homeland of the Métis Nation.

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

POSITION SUMMARY

The Director, Housing & Crisis Services provides strategic and operational leadership for the YWCA's shelter, housing and related crisis services. The Director is accountable for the continuous improvement of services delivered to women, children and families experiencing or at risk of homelessness, housing instability, violence or crisis.

As a member of the YWCA's Senior Leadership Team, the Director contributes to organizational strategy, policy, risk management, resource allocation, community leadership and the achievement of strategic priorities. The Director translates organizational strategy into measurable program outcomes and ensures that the housing and crisis services portfolio is responsive to changing community needs, evidence-informed practice, funder expectations and the voices and experiences of those accessing services.

The Director provides leadership to Crisis Shelter & Residence management and is accountable for building a high-performing and collaborative leadership team.

POSITION REPORTING

This position reports to the Chief Executive Officer and oversees all Crisis, Shelter and Residential management positions.

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

MAJOR RESPONSIBILITIES:

Leadership

- As a member of Leadership Team, work closely with the Chief Executive Officer and leadership team to deliver services through shelter and residence programs.
- Develop, implement, and evaluate housing and shelter programs.
- Follow accepted HR practices in relation to recruitment, supervision, performance management, coaching, performance evaluation, and progressive discipline.
- Ensure that managers are provided with appropriate direction, resources, and support to effectively lead their respective teams.
- Foster and exemplify a collaborative culture and team approach within area of responsibility.
- Ensure appropriate application of the current collective bargaining agreement by management in the administration and operation of housing and shelter programs.
- Ensure that housing services are operating according to established standards, applicable provincial legislation, organizational policies, and requirements associated with funding sources.
- Provide leadership and direction in responding to emergency situations involving the safety of individuals, clients, staff, or facilities.
- Implement and maintain policies and procedures for resolving and preventing emergency situations.
- Demonstrate sensitivity to cultural and socio-economic differences among clients and employees and promote a respectful, inclusive, and harmonious work environment.
- Provide leadership, direction, coaching, and support to Crisis Shelter & Residence management;

- Recruit, orient, and develop Crisis Shelter & Residence management within established organizational policies and practices.

Financial Stewardship

- Hold overall accountability for the department's annual operating budget and financial performance.
- Lead the development of departmental annual budget and resource allocation recommendations in collaboration with Finance and senior leadership.
- Monitor financial performance and take timely corrective action where required.
- Ensure resources are allocated strategically to maximize program outcomes and organizational impact.
- Identify opportunities to diversify revenue, strengthen funding sustainability, and develop new funding partnerships in collaboration with the senior leadership team.
- Lead or oversee the development of grant applications, funding proposals, business cases and service agreements, in collaboration with Fund Development.
- Ensure programs meet all financial, reporting and contractual obligations associated with government, philanthropic and other funding sources.
- Provide financial direction and oversight to management with responsibility for program budgets and expenditures.

Partnerships and Advocacy

- Build strategic relationships with government, funders, housing providers, Indigenous and community organizations, health and social-service systems and other relevant partners.
- Represent YWCA Saskatoon in strategic community, sector and government forums.
- Represent YWCA Saskatoon in the media as requested by the CEO.
- Maintain a professional and collaborative working relationship with referral sources and other community agencies (i.e. Saskatchewan Housing Authority, Salvation Army, Crisis Intervention Services, etc.) to deliver appropriate services to YWCA clients and/or refer individuals to appropriate agencies.
- Deliver educational sessions to internal and external audiences, as requested.
- Provide leadership to Crisis Shelter & Residence management in maintaining positive relationships with community partners and stakeholders.

Client Experience, Equity & Service Excellence

- Ensure client experience is central to program design, delivery and evaluation.
- Establish mechanisms to monitor and improve client satisfaction, accessibility, safety and outcomes.
- Ensure services are responsive to the diverse experiences, cultures and needs of women, children and their families.
- Promote practices that reduce barriers to accessing services and strengthen pathways to housing stability and independence.

- Resolve client inquiries, concerns and information requests relating to program areas, either personally, or delegated through other department staff.
- Champion a culture in which dignity, safety, choice, inclusion and respect are fundamental to service delivery.
- Ensure that management has appropriate processes in place to address client concerns and support consistent, respectful, and effective service delivery.
- Monitor service quality and address issues that may affect the effective delivery of housing and shelter programs.

QUALIFICATIONS:

- Minimum Bachelor of Social Work or equivalent combination of training and experience;
- Experience working in a shelter environment;
- Familiarity and commitment to women's issues;
- Knowledge of fundamental human resource management systems;
- Experience leading diverse and dynamic teams in a fast-paced environment;
- Ability to facilitate consensus and manage conflict;
- Strong organizational skills;
- Superior communication skills;
- Familiarity with a unionized work environment would be beneficial;
- An understanding of, and commitment to, the philosophies of YWCA Saskatoon.

CONTACT INFORMATION:

Applications in the form of a resume and cover letter will be accepted until **September 3rd, 2026** through the [Career Centre website](#). For any questions regarding this posting, you can reach us via email through careers@ywcaskatoon.com.