



**YWCA Lethbridge & District**  
604 8<sup>th</sup> Street South  
Lethbridge, AB T1J 2K1  
P 403-329-0088 | F 403-327-9112

**Position:** Permanent Supportive Housing (PSH) Participant Support Worker (Full-time, Part-time, and Casual positions available)

**Reports Directly to:** Program Manager

**Qualifications:** Post-secondary education in a related field such as counselling, psychology, social work, nursing, sociology, recreation, or recreation, and a minimum of 2 years of direct experience with vulnerable individuals. Equivalencies will be considered. A valid driver's license, criminal record check, welfare check and Standard First Aid/CPR is required. All other training will be provided.

Qualified candidates will also demonstrate the following:

- The ability to work independently, cooperatively, and constructively within a team environment.
- Excellent time management skills.
- Basic computer skills, including knowledge of Microsoft Office programs.
- Knowledge of Housing First & Recovery Focused Philosophies.
- Knowledge and understanding of the population served.
- Knowledge of community resources and referral pathways.
- Willingness to adapt to program and participant's needs.

**Responsibilities:** The PSH Participant Support Worker operates collaboratively as part of a multi-disciplinary team that support participants who are, or at risk of being homeless and who are not able to utilize their natural support systems. Direct service provision includes providing individualized support to participants, teaching & modelling to the participants in the development or improvement of life skills, facilitating groups and activities, completing health & safety tasks such as cleaning, and supporting the Case Manager in the implementation of the Service Plan & Participant goals.

#### **Specific Tasks/ Roles of PSH Support Worker:**

##### **Life Skills Support**

- Provide assessment, support and instruction to participants on daily living skills, including but not limited to nutrition and cooking, household responsibilities, personal hygiene, time management, medication support, budgeting, personal coping strategies, problem solving, recreation, interpersonal communication and socialization. Actively participate in these activities with Participants.
- Assist and encourage Participants in the pursuit of leisure activities, exercise programs, and community socialization opportunities; develop activities for individual or group participation.
- Coordinate and participate in group and recreation activities as needed.
- Support Participants in management of self, i.e. development and utilization of personal coping strategies, self-confidence & community rehabilitation.
- Assist Participants in realizing personal daily living goals, both short and long term, to facilitate progression towards independent living.
- Assist Participants where appropriate with family communication and mediation.
- Assist Participants as needed in developing and maintaining a positive working relationship with professionals in support of ongoing physical, spiritual, emotional, and mental wellness.
- Support Participants in becoming active members of the community at large.
- Act as a positive role model for Participants; lead by example.

##### **Program Support**

- Encourage Participants to actively participate in service & goal planning
- Perform regular participant status and wellness assessments.
- Monitor Participant interactions and encourage social inclusion; coordinate conflict resolution and manage behaviours as needed.
- Maintain personal and professional boundaries with Participants.



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- Maintain communication with staff and provide support as required or directed by YWCA Lethbridge & District Manager

#### **Administrative Support**

- Comply with the YWCA Lethbridge & District policies and procedures.
- Read and update the Communication Book at the beginning of each shift and as needed.
- Maintain detailed records according to YWCA Lethbridge & District legal documentation guidelines.
- Communicate all relevant (progress, concerns, changes, etc.) information associated with service plans to team members.
- Take direction from the Participant Case Managers regarding Participant care; the Participant Case Manager is not to perform the duties of a supervisor, but can provide direction with regards to Participant care, particularly in relation to the Service Plan.
- Maintain regular communication with the Program Manager on matters affecting Participants' wellbeing and in the general operations of the PSH Program.
- Support with the collection of Service Fees

#### **Essential Program Support**

- Complete and assist Participants with health & safety and household tasks.
- Complete and/or assist Participants with meal preparation.
- Build and maintain knowledge of community resources and referral pathways.
- Actively participate in professional development opportunities; attend as many trainings and in-services as possible.
- Attend all mandatory trainings (Conditions of Employment).
- Attend meetings.
- Attend other events hosted or attended by YWCA Lethbridge & District (i.e. the Annual General Meeting, Walk A Mile, Royal Gala, etc.) whenever feasible.
- Actively work to be a positive and supportive team member.
- Other duties as assigned.

#### **Resumes with three references to be submitted to:**

Mahreen Rana, Human Resources Manager  
YWCA Lethbridge and District  
604, 8<sup>th</sup> St. South  
Lethbridge, Alberta  
T1J 2K1

Fax: (403) 327-9112

Email: [HR@ywcalethbridge.org](mailto:HR@ywcalethbridge.org) (Only candidates selected for an interview will be contacted)

**Deadline: Position to be filled immediately. Applications to be accepted until hiring of successful candidate.**

*YWCA Lethbridge and District is an equal opportunity employer.*



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