

Employment Opportunity/Job Description

Registered Social Worker (RSW), Client Services Coordinator

Organization Overview:

YWCA Edmonton is a powerful voice for equity and has been leading social change and progress for women, families and gender-diverse individuals in the capital region since 1907. Part of an international movement, YWCA Edmonton is a trusted provider of services, programs and advocacy work that transforms lives and helps build a stronger, healthier, and equitable community for all. We provide education and services to thousands every year through leadership programs, counselling, outdoor education, healing retreats and supporting people with disabilities.

Job Summary:

The **Registered Social Worker (RSW), Client Services Coordinator** is a key member of YWCA Edmonton's Counselling Services team, responsible for delivering high-quality client support, conducting thorough intake and risk assessments, and ensuring individuals receive timely, accurate, and compassionate guidance as they navigate counselling and community resources. This role blends client service, social work practice, and administrative coordination, requiring strong professional judgment, exceptional communication skills, and the ability to respond independently in a fast-paced environment.

The Coordinator plays a central role in quality assurance, ensuring that client interactions, documentation, and referrals meet agency standards and uphold trauma-informed, ethical social work practice. This includes conducting safety and risk assessments for clients who may be experiencing crisis, instability, or heightened vulnerability, and coordinating appropriate follow-up with therapists or external supports to promote client wellbeing.

While the primary focus of the position is counselling intake, client navigation, and administrative support, a portion of the role includes assisting participants in the Welcome Home Project. This involves offering practical guidance and resource navigation to women transitioning from second-stage shelters into independent living, contributing to their stabilization and long-term success.

As the first point of contact for clients, housing referrals, and community partners, the Coordinator helps create a welcoming, safe, and supportive environment. Through skilled assessment, thoughtful referrals, and a strong understanding of YWCA Edmonton's programs and community services, the Coordinator strengthens client experiences and reinforces the organization's commitment to ensuring individuals feel heard, respected, and empowered.

Employment Type:

Part-time (30 hours/week), hours typically between Monday – Friday from 8:50 am to 5:10 pm. Some additional after-hours or weekend work may be required. (*Please note: This position may be required to provide evening coverage for Counselling Services on Tuesday and Thursdays from 5:00 pm to 9:00 pm*).

Qualifications Required:

- Bachelor's Degree in Social Work.

- Minimum 3 years of experience as a Registered Social Worker in good standing with the Alberta College of Social Workers.
- Strong knowledge of YWCA Edmonton programs and community resources that support mental health, housing, income security, and social wellbeing.
- Clear Criminal Record Check, Vulnerable Sector Check, and Child Intervention Record Check.
- Valid Class 5 driver's license, access to a reliable personal vehicle, willingness to transport clients, and \$2 million Third-Party Liability Insurance.
- Completion of a Standard Driver's Abstract, with updates required every two years.

Preferred Qualifications:

- Minimum 2 years of experience providing high-quality customer service in a busy office or reception environment.
- High level of proficiency with Microsoft Office (Teams, Word, Excel, Outlook).
- Experience using Titanium Scheduling Software considered an asset.
- Exceptional verbal and written communication skills, with a strong focus on accuracy, discretion, and trauma-informed professionalism.
- Demonstrated ability to work efficiently, adapt to shifting priorities, and maintain composure in a fast-paced environment.
- Strong problem-solving skills and the ability to work independently when required.
- Willingness to support cross-departmental tasks and contribute to special projects as needed.

Major Responsibilities:

I. Counselling Administration:

- Coordinate and manage client appointments, ensuring balanced therapist caseloads and timely access to services.
- Maintain accurate, confidential digital and physical client records in accordance with agency standards and professional ethics.
- Input, update, and monitor client data in Titanium Scheduling Software, ensuring all forms and statistics are complete for departmental reporting.
- Process client intake documentation, assess and collect fees, and manage payment processing, deposit tracking, and weekly financial submissions.
- Support efficient daily operations by anticipating administrative needs and proactively addressing workflow challenges.

II. Social Work Support:

- Provide clients with practical, trauma-informed assistance in accessing community supports related to basic needs, mental and physical health, income support, food security, and other social services.
- Complete intake assessments for Counselling Services and determine appropriate therapist fit based on client needs, urgency, and program suitability.
- Monitor and communicate urgent client matters to therapists, ensuring timely intervention and continuity of care.
- Conduct initial client screenings to assess urgency, offering accurate referrals to internal programs or external agencies when therapeutic services are not the best fit.
- Support participants in the Welcome Home Project, offering stabilization assistance, resource navigation, and compassionate guidance as women transition from second-stage shelters to independent living.

III. Reception

- Serve as the first point of contact for clients, visitors, and community partners, creating a welcoming, safe, and supportive environment reflective of YWCA Edmonton values.
- Respond to a high volume of incoming calls through Microsoft Teams, providing clear information, problem-solving support, and referrals with professionalism and empathy.
- Maintain a strong working knowledge of YWCA Edmonton programs and services, ensuring accurate communication with the public and stakeholders.
- Secure the office at end of day and support general office operations, including mail handling, maintaining contact lists, and coordinating with other Service Coordinators, Office Manager and Executive Assistant on space and resource needs.
- Assist with cross-departmental tasks and special projects as required, contributing to a collaborative and responsive organizational environment.

Checks & Insurance:

- Able to provide a clear Criminal Record and Vulnerable Sector Check
- Able to provide a clear Youth Intervention Check

Compensation:

We offer a competitive compensation package for the job commensurate with experience and education. The role also includes a full benefits package with RRSP employer matching contributions, paid time off and holidays. Our hybrid work arrangement provides flexibility to work both in-office and remotely, supporting work-life balance and personal pursuits. We value our employees and aim to provide a work environment that promotes growth, development and well-being.

How to Apply:

Please submit your cover letter and resume to careers@ywcaedm.org.

Only qualified applicants will be contacted for a prescreening interview. No phone calls, please. This posting will remain open until a suitable candidate is found.

Employee Acknowledgement:

I, _____, have read and fully understand the RSW Service Coordinator job description/posting. I further understand that I am responsible for performing the essential functions described to a satisfactory level, under any and all conditions.

Employee Signature

Date

YWCA Signature

Date