

Residence Associate

Location: Downtown Hamilton Family YMCA – 79 James Street South, Hamilton, ON

Position Type: Part-Time, Hourly

Position Grade: Grade 2

Rate of Pay: \$19.25/hour

Position Description

At the YMCA of Hamilton, Burlington, Brantford, we believe it is through the power of our people that the Y Saves Lives.

Residence Associates play an essential role in supporting a safe, respectful, and well-managed housing environment for men accessing the YMCA Men's Residence and Transitional Living Program. Reporting to the General Manager, Residence Operations, the Residence Associate is a front-line, resident-facing position responsible for supporting daily residence operations, administrative functions, and resident services. This role acts as a key point of contact for residents, internal YMCA departments, and external partners, ensuring residence policies, safety standards, and program expectations are consistently upheld.

Residence Associates are expected to work from a trauma-informed, anti-oppressive, and person-centred lens, demonstrating professionalism, empathy, sound judgment, and accountability within a communal living environment.

This is a part-time position requiring flexible availability, including early mornings (open shifts), evenings, weekends, and holidays.

What You'll Do:

Front-Line Residence & Resident Support

- Serve as a primary point of access for residents, providing professional, respectful, and responsive service.
- Support day-to-day residence operations to maintain safety, order, and compliance with residence policies.
- Respond appropriately to resident concerns, incidents, and conflicts, escalating to leadership when required.
- Support in cash handling, move-ins, move-outs, lock-outs, key distribution, and unit access procedures.

What You'll Do (Cont'd):

- Enforce residence rules and community standards consistently and fairly
- Engage in daily, positive interactions with residents to support community wellbeing

Administrative & Systems Support

- Complete accurate data entry and documentation using AVOCADO and paper-based systems.
- Maintain resident files, logs, mail distribution, and filing systems.
- Support residence submission of applications for interview for the Transitional Living Program.
- Support tracking, logging, and completion of required metrics and operational data.
- Assist with food bank coordination, distribution, and documentation in our daily communication log as required.

Program & Operational Support

- Provide administrative and operational support to the Residence Support Navigator and General Manager.
- Assist in ensuring residence processes, documentation, and compliance requirements are followed.
- Communicate and coordinate with internal departments including Facilities, Security, Finance, and Programs.
- Monitor shared spaces and report maintenance, safety, or cleanliness concerns.
- Support audits, inspections, and compliance-related activities as required.
- Support resident mental health and wellbeing by connecting individuals to appropriate resources, exercising sound judgment and maintaining confidentiality.

Professional Practice & Communication

- Communicate clearly, respectfully, and professionally with residents, staff, and community partners.
- Demonstrate appropriate empathy while maintaining professional boundaries.
- Document incidents, interactions, and concerns accurately and in a timely manner.
- Uphold YMCA values, confidentiality standards, and organizational policies at all times.

What You'll Bring:

- Post-secondary education (completed or in progress) in Social Service Work, Social Work, Psychology, Social Psychology, Criminology, Policing, or a related human services or justice-focused field.
- Experience working in housing, shelter, case management, justice, or community-based social services (preferred).
- Strong interpersonal skills and ability to work effectively with diverse populations.

What You'll Bring (Cont'd):

- Ability to exercise sound judgment and respond appropriately in challenging situations
- Strong organizational and administrative skills with attention to detail
- Ability to work independently and collaboratively as part of a team
- Comfort working in a fast-paced, communal living environment
- Willingness to learn and use AVOCADO and other data management systems
- Commitment to trauma-informed, anti-oppressive, and person-centred practice

All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton|Burlington|Brantford with a current and satisfactory Police Records Check. Positions responsible for the direct supervision of children and/or vulnerable persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire. Police Records Checks are reviewed on an individual basis, and the offence(s), if any, is considered in the decision-making process in relation to the requirement of working with children; therefore, not eliminating all candidates with a record from being offered a position.

Ready to Make a Difference? This is your chance to play a critical role in shaping a thriving, inclusive workplace where employees feel supported and empowered. If you're passionate about people and excited to lead impactful initiatives, we want to hear from you!

Interested in applying? Please submit your resume to: Lindsay McCormick, General Manager, Residence Operations via email to Lindsay.McCormick@ymcahbb.ca by **Jan 21, 2026**.

The YMCA of Hamilton|Burlington|Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity. We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply. If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department plc@ymcahbb.ca