



Indigenous Women's Healing Centre

Position: Resident Support Mentor

Site: Eagle Women's Lodge

Date of Posting: September 25th, 2026

Date of Closing: October 2nd, 2026

This is a full-time, permanent position. The hours are Monday-Friday, 4pm to midnight.

Position Overview:

Under the supervision and direction of the Operations Manager and in accordance with the Centre's philosophy, goals, and standard practices, the Resident Support Mentor (RSM) functions as a member of the staff team in providing supportive services designed to enable Indigenous women to achieve change and growth.

The RSM acts as a role model, teacher, resource and guide to assist residents in achieving their chosen goals and provides such support in a manner that encourages safety, self-awareness, and self-determination within the Indigenous context. The incumbent also works as a receptionist for the Lodge, routing incoming calls, responding to inquiries, and providing clerical support to all Lodge staff. The RSM is responsible to monitor resident activities and Lodge operations within a 24/7 residential facility.

Skills/Education Required:

- Certificate in the field of human services is preferred and a minimum of one-year related social service work experience or Grade 12 with a minimum of two years of work-related experience. IWHC reserves the right to consider any combination of work and life experience deemed acceptable to fulfill the role.
- Must have demonstrated ability to work enthusiastically as part of a team.
- Must be able to work in a high stress/fast paced setting.
- Demonstrated skills both in written and verbal communication are essential.
- Must have excellent telephone skills.
- Knowledge of Indigenous cultures, customs and traditions is essential.
- Ability to offer support, nurturance, and guidance to residents as requested or as seemed necessary.
- Ability to respect confidentiality and privacy in all matters affecting or involving Lodge residents.

- Must have the skills to understand the use of authority in supervision and to intervene effectively in crisis situations.
- Must have the ability to assist residents in identifying and solving the practical problems involved in their successful reintegration into the community.
- Maintain an awareness of community resources available and accessible to residents and document these resources.
- Ability to ensure an awareness of residents' destination and/or whereabouts and conducts frequent resident suite checks.
- Ability to ensure all residents adhere to house expectations, standards and policies.
- The incumbent will be expected to adhere to Lodge policy regarding prescription medication, as well as carry out duties as required by healing plan coordinators.

Qualifications Required:

- Minimum typing/word processing speed of 40-60 wpm.
- Must have experience in the operation of computer and word processing database software, including Windows, Word Perfect and Microsoft Works.
- Knowledge of an Indigenous language or dialect is considered an asset.
- All employees are subject to criminal records check and child abuse registry check.
- All Eagle Women's Lodge employees must have the ability to pass an Enhanced Security Screening.
- A valid Manitoba Driver's License is required.

All Indigenous Women's Healing Centre Employees:

- Must maintain professional boundaries with the residents.
- Must refrain from sharing personal life stories/experiences with residents.
- Must follow the confidentiality policy.
- Are always expected to build trusting relationships with residents and their children and to model appropriate behaviors.
- Must ensure that child safety is paramount consideration in all services and supports provided.
- Are expected to work with residents in a manner that is non-judgmental, accepting, and respectful of differing values, ideas and beliefs.

We offer a comprehensive benefits program, competitive wages, pension, and paid time off.

The wage for this casual position is **\$24.41/hour**.

Submit a resume which outlines how your skills and qualifications are suited for this role **by 3:00pm on day of closing** to Christa Campbell, Manager of Human Resources via email to humanresources@iwhc.ca.