



JOB DESCRIPTION

TITLE: YOUTH SUPPORT WORKER

PROGRAM: Residential Services (Transition House, Second Stage Housing)
Emergency Youth Bed

REPORTS TO: Manager Residential Services

WORKS WITH: Clients and their children residing in Hughes House.
Works closely with the Family Support Worker, Child/Youth Support Worker, Women's Support Workers
Possibly also working with the youth's child(ren) and family (if they have any)-delete this portion.

JOB SUMMARY: The Ministry of Children and Family are funding this new program for youth (between 13 and 18 years of age).

This new position - Youth Support Worker (YSW) is responsible for supporting youth, up to 2, occupying the 2 emergency beds for female youth at Hughes House. The YSW will identify the needs and risks of youth staying in the transition house, and will provide emotional support, advocacy, interactive recreation and educational activities in a group or one-on-one interviews.

The YSW works with the youth in identifying their short and long term goals with respect to education, special interests, extra-curricular activities, as well as working alongside the youth to accomplish them.

Develops recreational and seasonal activities and supervises the youth during the implementation of these activities, inclusive of cultural diversity.

This is a new HSA Union position established in September 2018 as the result of a contract with Ministry of Children and Family Development.

KEY DUTIES AND RESPONSIBILITIES:

1. Gathers information relevant to the youth(s)/clients' issues, needs and risks through interviews, observation, meeting with other service providers and using a variety of inventories, checklists and questionnaires. Review the information gathered to identify concerns, needs and risks.

2. Develops and implements short-term and long term, issue-specific intervention plans within program guidelines in consultation with Manager Residential Services, and case consultation with Team Members and MCFD Youth Workers.
3. Provides female youth, ages 13 – 18 years of age, with care and comfort during their stay. Works towards protecting her/them from further abuse, neglect, harm, and threat of harm.
4. Plans, prepares and conducts group or individual counselling sessions using techniques such as active listening, conflict resolution, basic group counselling, and basic psycho-educational group methods to resolve the identified concerns, needs and risks using trauma informed practice.
5. Provides assistance and guidance in areas such as decision-making, anger management, self-management techniques, safety planning and life skills.
6. Evaluates the effectiveness of intervention plan, reports on clients' progress and discusses related concerns with the Manager Residential Services, other identified support agencies and individuals, and MCFD staff as appropriate in order to resolve identified concerns and move towards defined objectives.
7. Promotes a healthy breakfast before school, offers healthy school lunches and snacks, transports or provides other options of transportation such as bus tickets for youth to attend school, and extra- curricular activities, assists youth to register for programs outside of school hours and plans outings with youth during school breaks.
8. Provides connections including accompaniment and support to community professionals and agencies to adequately meet the youths' needs regarding addictions, sexual exploitation, justice, physical health and/or mental health.
9. Maintains related records and statistics and provides reports to the Manager Residential Services and MCFC as required.
10. Liaises with and/or promotes the interests of the youth with other community service providers, and professionals as required.
11. Maintains current knowledge of needs of youth in crisis; at risk of homelessness; from violent or abusive situations; aging out of care and other risk factors for youth. Maintain current knowledge of and comply with organizational policies and procedures.
12. Maintains professional, ethical behaviour and confidentiality of youth clients. Acts as a positive role model for youth and encourages them and supports them in making their own responsible decisions and being resourceful in identifying and utilizing community resources effectively.
13. Provides age appropriate education, counselling and support for youth residents.

14. Encourages reconnection or increased attachment with healthy family / extended family when and where appropriate.
15. Participates in staff meetings, training programs and approved work related workshops and seminars.
16. Performs other related duties as required.

QUALIFICATIONS

Education & Training: Diploma in a related human services field
Must have current First Aid & CPR Level C, Non Violent Crisis Intervention Training (NVCI)

Experience: Minimum 1 year recent related experience working with youth in crisis
Previous experience working in a Transition House(s)

Or equivalent combination of Education, Training and Experience

Knowledge:

- In depth knowledge of SOWINS – or equivalent organization, and other local community agencies
- Working knowledge of cultural diversity
- Knowledge of the needs and support required by victims of abuse who are youth
- Knowledge of community resources available to youth
- Maintain current knowledge of and comply with organizational policy and procedures

Skills & Abilities:

- Excellent interpersonal and communication skills – written and oral
- Demonstrated conflict resolution skills to effectively problem solve, make sound decisions and handle crisis situations.
- Must be able to climb stairs and do general household chores; must be physically and emotionally fit
- Demonstrated skills in setting short and long term goals for youth
- Demonstrated interviewing skills to obtain information to make appropriate decisions
- Demonstrated flexibility required to meet needs of youth

JOB TITLE
CLASSIFICATION/BENCHMARK
GRID LEVEL

Youth Support Worker

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Other:

- Valid Class 5 BC Drivers' License
- Must have access to vehicle during performance of duties with appropriate level of insurance to transport youth
- Vulnerable Sector Criminal Record Check
- Flexible work hours as required to support youth(s), possibly split shifts during school days

SOWINS Core Competencies:

1. Is respectful, non-judgmental and inclusive at all times.
2. Follows through on commitments and obligations.
3. Works honestly and fairly with staff, colleagues, clients and other organizations with whom we work; communicates effectively.
4. Fosters open communications.
5. Plans and organizes time effectively and efficiently.
6. Represents SOWINS in a positive and professional manner.
7. Models the Society's Code of Conduct.