



Job Description

Job Title: Youth Worker

Department: Housing

Classification: Casual, Part-Time, or Full-Time, starting wage \$23.10-\$26.64/hr depending on experience

Reports To: Team Lead/Shift Supervisor

1. Job Summary

Youth Workers support program participants as they work through the steps of their Wellness Plan while living in AWHK housing. Youth Workers coordinate with the AWHK team and others in the community to ensure that youth have the supports that best fit their needs. The key objectives are to help youth set their own goals, learn the necessary life-skills to achieve them, and reach developmental milestones such as recovery, education, training, health, wellness, and/or employment. This position helps youth understand and navigate the rules associated with their housing program. Youth Worker roles may be attached to areas of specialization including but not limited to : Culture, Events, Team Leadership and/or Front Desk. Available specializations vary depending on the program, Youth Workers work with youth in AWHK Scattered Sites or Katherine's Place.

HOURS: Flexible Scheduling depending on location and role. May include evenings, night shifts and/or weekends. This job takes place on site and does not provide any work-from home options.

2. Key Duties & Responsibilities

a) Youth Support

- Complete intakes, and help manage youth transitions in and out of AWHK housing
- Work with the AWHK team and the community to assist youth in identifying and monitoring their own short and long-term goals, and strategies for achieving them
- Facilitate formal check ins and unit inspections, and assist youth with other appointments related to their goals
- Assist youth in developing Life-Skills
- Support youth with daily routines in a structured environment
- Assess and address the immediate needs of resident and non-resident youth
- Address serious behavior, mental health, emotional, and addictions issues through counseling, defusing/managing critical incidents, supportive relationships, and referrals to other AWHK programs and/or community service providers

- Consult Team Lead and other supervisors on issues related to Child Protection, Youth Discharges and Program expenses
- Work with the AWHK team to ensure that unit repairs take place in a timely way
- Be ready to take on other duties that are not outlined in this current Job Description

b) Housekeeping Duties

- Maintain the cleanliness of all program areas: clean up after shifts, stock supplies; ensure that shared cupboards, counters, and fridge are kept neat and tidy; maintain bulletin boards. Leave office, supplies, resource manuals in a manner that is conducive to the needs of all staff
- Assist in maintaining the general cleanliness of the residence including keeping work space tidy, laundering of soiled linens and clothes, and assist youth with their chores according to their level of need
- Clean and remake rooms at discharge

c) Community

- Work with community partners to create support plans, hold meetings with youth, and outline each community partner's role in supporting the youth in achieving their goals
- Attend other meetings in community with youth as needed
- Assist youth with accessing community support networks including: medical, legal, addictions, therapeutic, mental health, and social/recreational service providers
- Provide escorts to community resources when required/appropriate

d) Administration

- Complete required program case notes, incident reports, forms, documentation, and all other documents related to management of participant's files. Review relevant documentation created by other members of the team
- Complete move in/move out documents with youth
- Work with the AWHK finance team and other funders for youth to ensure program fee is paid on time

e) Team Support

- Communicate with AWHK team members to ensure each youth's needs are clear and Wellness Plans are understood
- Be ready to step in and support other team members in times of need as appropriate and required by supervisors
- Attend regular staff meetings and other meetings as required

f) Training

- Take part in training and learning opportunities at AWHK and elsewhere as recommended/required by AWHK.

3. Qualifications

a) Education

- Degree or Diploma in Social Work, Human Services, Counselling, or related field or a minimum of 1 year of related work experience and training under way

b) Training

- All relevant certifications including: First Aid/CPR-C, Opioid Overdose Response, ASSIST or Safe Talk, Non-Violence Crisis Intervention. Demonstrated conflict resolution and verbal de-escalation skills.
- Valid Drivers License, clean driver's abstract, and reliable transportation an asset

c) Experience

- At least 1 year experience in the field working with youth in a housing environment
- At least 1 year experience in providing support in a housing setting

d) Knowledge

- Working knowledge of community resources within the region
- Working knowledge of Microsoft Office applications
- Growing knowledge of developments in the field of youth housing and support

4. Skills & Abilities

- Proven ability to work as a team member and capacity to take initiative to independently carry out the tasks associated with the role
- Demonstrated ability to communicate effectively with clients, co-workers, and people in the community
- Respectful, empathetic, non-judgmental attitude to clients and colleagues
- Physical ability to carry out the duties of the position
- Ability to organize and prioritize
- Ability to analyze and resolve problems
- Ability to be flexible to meet the needs of a demanding work environment
- Ability to assist colleagues and clients to deal with crisis situations competently
- Understanding of adolescent development, residential living, growth toward independence
- Excellent interpersonal communication skills
- Understanding and commitment to youth participation and empowerment

5. Specializations

Depending on experience and training, a variety of areas of specialized work may be available for some Youth Workers. Areas of specialization may include all or some of the previously stated skills, training and responsibilities along with one of the following lists of responsibilities:

- a) Youth Worker – Culture
 - Plan and implement special cultural events and activities for youth
 - Connect Indigenous and Metis youth in the community to cultural supports
 - Plan and implement group activities and trainings that help youth build Life Skills

- b) Youth Worker – Activities
 - Plan and implement special events and activities for youth
 - Monitor & coordinate AWHK Social Media related to events & activities for youth
 - Provide support and planning for the Youth Action Committee, Youth Hub, Youth Education & Employment Committee, and Community Meals

- c) Youth Worker – Wellness
 - Plan, implement and administer harm reduction strategies
 - Coordinate and host training for youth on harm reduction
 - Plan and implement group activities and trainings that help youth build Life Skills

- d) Youth Worker – Front Desk
 - Be the first point of contact and sign youth in and out when coming and leaving from the housing location
 - Help ensure the security of the housing site and monitor visitors
 - Provide administrative support for the AWHK teams

Reviewed by: _____

Employee's Signature

Supervisor's Signature

Reviewed On: _____

Date