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# *The John Howard Society of North Island*

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## *Job Description*

<b>Job Title:</b>	Youth Outreach Support Worker
<b>Work site:</b>	Courtenay and Campbell River
<b>Program:</b>	Youth Outreach
<b>JJEP Benchmark:</b>	Unique
<b>Grid Level:</b>	12 JJEP Grid
<b>Reports To:</b>	Program Manager
<b>Prepared Date:</b>	November 17, 2006
<b>Approved By:</b>	Executive Director
<b>Approved Date:</b>	November 17, 2006
<b>Revised &amp; Approved by Executive Director:</b>	August 29, 2013
<b>Reviewed:</b>	July 20, 2015

### **SUMMARY**

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- Provides an after-hours outreach program for youth to reduce high-risk alcohol and drug use behaviour, and high-risk street activities.
- Directs clients to community-based recreational, social and/or educational activities to meet client needs and assists clients to access services.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

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To perform the job successfully a worker must be able to consistently perform each essential duty satisfactorily. Other duties may be assigned.

- Provides a safe after hour's point of contact for youth who are currently on the street and involved in sex/drug related activities.
- Provides crisis intervention and support to youth and/or family when required.
- Provides engagement, basic assessment and referral as appropriate to the circumstances of the client.
- Assists youth in identifying and accessing appropriate housing, health services, educational, vocational, recreational pursuits, and other appropriate community contacts and resources.
- Plans, organizes, implements and assists clients to participate in recreational, social and/or education activities. Activities may take place within the organization's facilities or in the community.
- 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 problems, needs and risks.
- Provides information and education on substance misuse and related youth health issues to youth in a group setting or one-on-one
- Maintains awareness of any problems (medial, behavioural or other) experienced by the client and informs supervisor.
- Provides skill-building to clients such as life skills and social skills; models appropriate behaviour.

- Maintains accurate records, prepares reports, and attends meetings as required by the John Howard Society of North Island.
- Offers and receives support to and from co-workers as part of a team providing integrated, holistic services. Represents the agency in the community when required, and maintains healthy relationships with other helping organizations and the community at large.
- Performs other related duties as required.

## QUALIFICATIONS

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The requirements listed below detail the knowledge, skill, and/or ability required to perform the essential duties of the job.

## EDUCATION AND EXPERIENCE

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- Two year diploma in social work or a related field plus knowledge of substance use issues, or equivalent combination of education and experience.
- Two years' experience which should include:
  - Experience working with youth and families with high risk lifestyles, in a helping capacity.
  - Experience working independently in an outreach model and as a team.
  - Experience working with the following issues: substance abuse, physical and sexual abuse, sexual exploitation, family dynamics, child and family development.
  - Knowledge of the child welfare and youth justice systems, and applicable legislation, policies, practices and procedures pertaining to sexual exploitation.
  - Knowledge and experience in maintaining confidentiality, appropriate boundaries, and other basic counselling ethics.
  - Suicide/Crisis intervention and prevention skills.
  - Demonstrated ability to work constructively and cooperatively in a team setting.
  - Knowledge and experience in involving families, community, social service agencies, and other systems in integrated case management with youth.
  - Knowledge and experience with case recording practices.
  - Knowledge of community resources for youth and families.

## General Skills

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- Excellent communication and interpersonal skills.
- Conflict resolution and counselling skills
- Organization, time and general management skills
- Written and computer skills
- Ability to work effectively with youth, peers, community professionals, collaterals, and clinical team.
- Ability to work with a high degree of self reliance, under pressure and in crisis situations

## OTHER SKILLS & ABILITIES

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Worker must:

- Demonstrate a level of cultural sensitivity and understanding of the client population's cultural and socio-economic characteristics.
- Have the ability to form a mutually respectful partnership with persons served and their families in which they are helped to gain skills and confidence to address any issues and problems they face.
- Have the ability to accept the differences he or she will find among his or her clients.
- Have the acceptance of clients' rights to self-determination and individuality and must not discriminate on the basis of race, ethnicity, language, religion, marital status, gender, sexual orientation, age, abilities, socio-economic status, political affiliations, or national ancestry.

- Have a positive conviction about the capacity of people to grow and change.
- Have the ability to work respectfully in partnership with other team members, including referring authorities.
- Have the ability to set limits and maintain the helping role for the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
- Recognize the value of a nurturing family as the ideal environment for a person.
- Have the ability to recognize persons with special needs and make appropriate referrals.
- Have basic computer and Internet skills.
- Have the ability to establish and maintain trusting relationships, and the ability to handle rejection.

## **OTHER JOB REQUIREMENTS**

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- Two completed, acceptable criminal record checks, one from the Criminal Records Review and one from the RCMP
- Driving is required to enable contact with target groups in the community. The worker must have a valid driver's licence and safe, reliable transportation, and must obtain appropriate insurance as per Society policy.
- The worker will follow the code of ethics and the Mission Statement of the John Howard Society of North. The worker will also abide by the relevant rules and regulations set out by the Ministry for Children and Families.

## **DIVERSITY**

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JHSNI welcomes applications from all qualified applicants including but not limited by those of any sex, race, orientation, or disability. Multilingual skills and multicultural competence are assets.