



## Job Description

Job Title	Relief - Shelter Youth Worker and Residential Counsellor
Reports To	Senior Manager, Youth Transitional Housing and Shelter Program Manager, Live-In Treatment Residence
Program	Youth Transitional Housing and Shelter Program
Location	747 Warden Ave, Scarborough (Shelter Program) Guildwood Area (Residence Program)
Bargaining Unit	No

### Job Purpose

#### Relief Shelter Youth Worker:

The Youth Worker is responsible for providing direct, quality care and supervision to residents of the Youth Transitional Housing and Shelter Program (YTHSP) as well as the day to day operations. Youth workers will be expected to model a collaborative, cooperative approach focused on the personal, social, cultural and educational development of the residents. Staff will be expected to practice within a framework that is a strengths-based relationship-based philosophy of care and a belief in the resilience of youth.

#### Relief Residential Counsellor:

This position is responsible for providing high quality residential care for 9 female identified youth (14-18) and youth who are gender fluid, non-binary and transitioning from male to female and female to male in a live-in treatment home. The program is committed to fostering an environment, which promotes safety and security for youth who have experienced any or all of the following. Traumatic events, abuse, parental/family conflict, neglect, and/or issues with attachment that more than likely are contributing to a deterioration of their mental health, sense of self and low self esteem.

### Duties & Responsibilities

- Ensure warm welcome of residents, conduct intake interview of potential residents, orient new residents and redirect admissions, when appropriate. Assess and address the immediate needs of the resident, orientation to housing program rules and expectations. Ensure that all administrative duties are completed and entered into the database at time of intake Provides direct care and supervision to residents in the YTHSP and support youth with daily routines. Accompany youth to appointments, and connect youth to resources and community support networks, assist youth in finding more stable housing. Promote and integrate Youth and Family engagement.

- Ensure the safety and well being of resident. Manage crisis intervention, respond to crisis situations following appropriate procedures, ensures debrief process for youth; provides support to other staff if needed. Addresses behavior issues on the spot and consults with team and program manager if need be. Ensures that staff acts in accordance with the Emergency Preparedness and Business Continuity Plan. Work safely in compliance with the Occupational Health and Safety Act and the Agency Health and Safety Manual
- Maintain the cleanliness of the program area. Assist and maintain the general cleanliness of the shelter including keeping work space tidy, laundering of linens, and preparing space for food service, clean up and ensure all supplies are readily available. Keep all programming areas clean and tidy, disinfecting furniture, remake resident rooms after discharge, adhere to health and safety requirements. Identify and respond to issues related to the building and mechanical systems.
- Documents according to professional standards any significant interaction with residents, maintains appropriate documentation in case file and logs, completes incident reports, police reports, under age contact reports, child protection reports, safety plans and medical feedback forms. Log and record medications and usage. Ensure information regarding service delivery is logged and recorded into the client information database by the end of each shift. Ensure safety and security of clients, guests, staff and property.
- Participates in individual supervision meetings. Actively contributes to the Agency's Strategic Plan by participating in initiatives and committees to support the overall Plan. Participate in all mandatory professional training provided by the Agency.
- Represent the Agency in a professional manner when dealing with families, external professionals, general public and community partners.
- Promote an environment of inclusion that promotes equity and respects diversity
- Takes all reasonable and necessary precautions to protect his or her own health and safety and that of co-workers by complying and demonstrating knowledge of the policies, procedures and safe practices established by YouthLink
- Provides daily and household functioning routines, such as hygiene, attendance at school, work, medical, therapy appointments, shopping, menu planning and preparation, daily chores and settling in routines.
- Supports with specialized treatment plans for nine residents to develop self-esteem. Supports individualized routines to address resident health care, promotes individual beliefs and values and provides on-going support to residents. Provides, dispenses and documents medications. Assists with emergency services, such as accompanying residents to the hospital. Monitors substance use and promotes safer sex practices. Promotes acceptance of disability or impairment.
- Maintains therapeutic milieu by providing a home like atmosphere within the residence: crisis management, role modeling, and navigating peer dynamics, building self-esteem and creating a safe and positive environment.

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- Writes reports and other administrative tasks: serious occurrence and incident reports, daily logs, medical logs, missing person, etc. Orients new residents. Works with student placements.
- Maintains the residence, including cleaning, maintenance tasks, garage removal, snow removal, fire drills and fire safety checks and other routine tasks associated with the care of the residence.
- Provides school support, including contact with TDSB staff, supervises homework, attends parent-teacher interviews. Researches and connects residents with school programs and tutoring and assists with applications, e.g. OSAP.
- Provides job and volunteer placement support for residents, including writing resumes and letters, role playing interviews, connecting with job resources and problem solving with employers and co-workers.
- Plans and facilitates therapeutic evening and weekend programs, such as sports activities, life skills, outings, games and other activities.
- Communicates with service providers, including doctors and therapists, recreational workers, teachers and counselors, clergy, lawyers, case workers and governmental service providers.
- Provides family support through in-person and phone contact with parents, informal counseling, treatment updates and recommending services and supports.
- Actively contributes to the Agency's Strategic Plan by participating in initiatives and committees to support the overall Plan.
- Takes all reasonable and necessary precautions to protect his or her own health and safety and that of co-workers by complying and demonstrating knowledge of the policies, procedures and safe practices established by YouthLink.
- Any other duties as assigned.

**Equity, Diversity and Belonging:**

Proactively stays updated on best practices as it relates Equity, Diversity and Belonging. Works collaboratively with ABR Committee and Director of Anti-Racism, Equity, Inclusion and Community to embed best practices into all operational goals and processes.

**Supports Organization's Strategy:**

Actively contributes to the organization's Strategic Plan by participating in initiatives and committees to support the overall plan.

**Qualifications**

- Social Service Degree / Diploma in Child and Youth Worker or a combination of directly related education and experience
- Minimum experience must include at least one field practicum placement as a front-line worker, preferably in a residential, housing, or shelter setting
- Experience working with at-risk adolescents from a strength-based approach.
- Valid First Aid / CPR certification
- Valid CPI/SMG certification
- Demonstrates a commitment to inclusiveness diversity and anti-oppressive practices
- Demonstrated leadership skills
- Knowledge of adolescent developmental theory and specific issues related to street youth

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- Understanding of the complex issues facing our clients
- Appreciation of the importance of engaging youth and families from a strengths-based relationship-based approach
- Sensitivity to and ability to work with a diverse client and staff group
- Sound knowledge of the issues facing homeless and street-involved youth. Sound knowledge of the City of Toronto Hostel Standards and all other applicable legislation (CFSA, YCJA, Mental Health Act, etc.)
- Strong professional network and knowledge of relevant community resources
- Ability to exercise professionalism and sound judgment in conflictual and stressful situations
- Ability to work independently and effectively as part of a multi-disciplinary team
- Ability to resolve issues with supervisors and co-workers in a manner that is respectful and cooperative in accordance with the agency culture and philosophy
  - Excellent interpersonal and conflict resolution skills
  - Strong administrative and organizational skills
  - Completion of required suicide prevention and intervention training
  - Flexible person, team player who has strong organizational skills, time management skills, the ability to multi-task, shift priorities, handle interruptions and meet deadlines
- Strong written and verbal communication skills. Ability to communicate in both official languages and/or other languages is a definite asset
- Ability and discretion to deal tactfully with different clientele who can at times be difficult/ aggressive
- Demonstrated proficiency in the range of Microsoft Office products (intermediate Word, Outlook, Excel, PowerPoint) and internet mandatory. Proficient and accurate keyboard skills.
- Ability and discretion to maintain sometimes delicate and confidential information.
- Attention to details and high level of accuracy

Other:

- Police Vulnerable Sector Check required
- Medical clearance including up to date vaccination and tuberculosis testing
- Pet Friendly shelter

**Working Conditions**

**Physical Requirements**

**Direct Reports**

<b>Employee Name (please print)</b>	
<b>Employee Signature</b>	
<b>Date</b>	



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