



Job Description

Job Title	Shelter Youth Worker – Overnight
Reports To	Senior Manager, Youth Transitional Housing and Shelter Program
Program	Youth Transitional Housing and Shelter Program
Location	747 Warden Ave, Scarborough
Bargaining Unit	Yes

Job Purpose

The Overnight Youth Worker is required to remain awake throughout the overnight shift to supervise and assist residents within agency policies, procedures and practices to assess their needs. Overnight 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.

Duties & Responsibilities

- Intake and reception function on a 24 hour basis; admit and discharge as required; Facilitate intake and triage processes for clients; make necessary referrals to case management services or external services; store and properly document belongings of clients who have booked out or been discharged; monitoring building to ensure safety, management of external environment, completing building and bed checks and searches, if required.
- Supervise bedtime and morning routine activities of all residents, arrange for wake up calls for residents who request them; development of temporary case plan based on identified needs, respond to crisis intervention in situations of medical/physical emergencies and for youth who have experienced trauma.
- Ensure warm welcome of residents, conduct intake interview of potential residents for emergency shelter, orient new residents and redirect admissions, when appropriate. Assess and address the immediate needs of the resident, orientation to shelter rules and expectations. Ensure that all administrative duties are completed and entered into the database at time of intake.
- Ensure the safety and well being of resident. Manage crisis intervention, respond to crisis situations following appropriate procedures, ensures debrief process for youth. Addresses behavior issues on the spot and consults with team and on-call 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 morning 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, team meetings, case conferences, workshops and committees as required. 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.
- Responsible for other duties as assigned.

Qualifications

- Minimum Diploma in Child and Youth Worker or Social Service Worker Diploma or a combination of directly related education and experience.
- Minimum of 1-year experience as a front-line worker, preferably in a residential, housing, outreach, or shelter setting.
- Valid First Aid / CPR certification.
- Valid CPI/SMG certification.
- Demonstrates a commitment to inclusiveness diversity and anti-oppressive practices.
- Demonstrated leadership skills
- Demonstrated ability to work in a team environment.
- Knowledge of adolescent developmental theory and specific issues related to street youth.
- 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.

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- 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.)
- 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 requirements:

- Full proof of COVID 19 Vaccination required.
- Police Vulnerable Sector Check required
- Medical clearance include tuberculosis testing is required.
- Pet Friendly shelter

Working Conditions

Physical Requirements

Direct Reports

Employee Name (please print)	
Employee Signature	
Date	



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