# Nelson Community Services

**JOB DESCRIPTION**

## JOB TITLE: YOUTH OUTREACH & SUPPORT WORKER

**Reports to:** Youth Housing & Outreach Services Program Manager

**Classification:** Family Support Worker

**Grid Level:** 12

**Effective Date:** June 2013

**Last Updated:** April 2017

**Union:**  BCGEU

# Job Summary: The incumbent in this position provides outreach and support services to youth (aged 12-19) who have been identified as at-risk or potentially at-risk of harm.

### Duties and Responsibilities:

1. Receives referrals from the Ministry of Children and Family Development (the “Ministry”), other school personnel, community agencies, and self-referrals.
2. For youth entering the Independence for Youth (IFY) residential program, participates in the screening and assessment of youth’s suitability and readiness.
3. Reaches out to at-risk youth in a variety of community settings, including schools.
4. Gathers information relevant to the youth’s problems, needs and risks; assesses the information gathered and develops and implements a Service Plan within the program guidelines.
5. Outlines services provided by the program and the Agency; provides information on and referral to other community service providers, resources, and professionals as required.
6. Provides support, guidance, feedback, problem-solving, and life skills training to youth to address issues related to their day-to-day functioning, needs, and goals, in both individual and group settings.
7. Advocates for youth, as required; provides practical support and accompaniment, including transporting clients, to appointments.
8. Conducts regular progress reviews with clients; in the case of Ministry referrals, provides written progress reports to the Ministry social worker.
9. Liaises with and/or promotes the interest of clients with the Ministry, community agencies, school personnel, family members, and other professionals, as appropriate.
10. Participates in case consultations and Integrated Case Management meetings as required.
11. Adheres to the Agency standards, policies, and contract deliverables as identified by funders.
12. Maintains client file records according to Agency policy and standards.
13. Compiles and submits program data and outcome reports as required by funders and the Agency; participates in program evaluations.
14. Attends regular supervision with the Program Supervisor, including an annual performance review and development of a training plan; attends youth team and Agency staff meetings.
15. Participates in professional development and training relevant to this program area.
16. Supervises practicum students as required.
17. Performs other related duties as required.

**Qualifications**

**Education:**

Diploma in human services or a related field or the equivalent combination of education, training, and experience.

**Experience:**

A minimum of one (1) year of recent related experience working with vulnerable youth.

**Additional Skills:**

1. Knowledge of theory, principles, and practices in the field of at-risk youth.
2. Strong working knowledge of community resources for youth.
3. Well-developed interpersonal, oral, and written communication skills.
4. Ability to facilitate psychoeducational life skills training groups and manage group dynamics.
5. Good organization, time and general management skills and ability to work independently.
6. Ability to work and network with other community professionals and services.

**Other Information:**

1. Must be willing to work flexible hours – evening and weekend work may be required.
2. Must hold a valid First Aid certificate.
3. Must hold a valid BC Class V Driver’s License and have access to a reliable, safe, well-maintained, clean vehicle with appropriate insurance.
4. Must carry a cellphone, programmed to emergency numbers, at all times.