

## Youth Outreach Worker

**Reports to:** Program and Development Specialist

**Scope:** Full Time

**Direct Reports:** This position does not have direct reports

Salary: \$47,775, increasing to \$48,750 upon successful completion of the 3-month probationary period.

This position is designated for an African Nova Scotian candidate.

## Our Mission

At The Portal Youth Outreach Association, our mission is to support and empower at-risk youth in the Annapolis Valley by providing advocacy and ensuring easy, relational, and timely access to essential services. We envision a community where every young person has a safe, supportive, and loving home.

As a Youth Outreach Worker, you are the first point of contact for youth wanting to access our programs. Our relational and community-based programs aim to improve the social, educational, economic, and health outcomes for vulnerable youth aged 16 to 24 facing multiple challenges with limited support. You will embody The Portal's vision and values, supporting and empowering youth through various services and programs.

## Responsibilities

- **Outreach and Relationship Building:** Use creative strategies to meet, reach out to, and build relationships with vulnerable youth across the region, from Windsor to Annapolis Royal. Act as an advocate for youth in accessing resources, supports, and services.
- **Intake Process:** Ensure meaningful connections with youth during the intake process in a timely, effective, and relational manner.
- **Case Management and Documentation:** Provide one-to-one case management focusing on basic needs, community integration, and connections with caring adults. Develop, document, and update plans to support youth goals in education, employment, housing, and personal development. Collect and analyze data for program evaluation.
- **Community Connections and Referrals:** Assist youth in accessing community services related to health, education, justice, and more. Make referrals, participate in case conferencing, and collaborate with agencies to ensure comprehensive support.
- **Relational Support for Youth Leaving Care:** Provide relational support to youth leaving care to foster interdependence and build a network of community resources.
- **Program Development and Support:** Create and support youth programs and workshops to build skills and identify growth areas. Facilitate these opportunities directly or through partnerships and promote positive attitudes and essential daily living skills for independent living.

- **Mentorship:** Offer client-focused mentorship with an adaptable approach, considering the unique qualities of each individual.

## Requirements

- Must have a clear Criminal Records Check and Child Abuse Registry Check.
- Commitment to maintaining strict confidentiality in all aspects of work.
- Flexibility and willingness to work occasional evening and weekend hours as required.
- Possession of a valid driver's license and reliable access to a vehicle.

## Qualifications

- Post-secondary education in Social Sciences (e.g., Community Development, Psychology, Human Services, Social Work).
- Extensive experience in delivering outreach programs to at-risk youth.
- Deep understanding of youth development and trauma-informed care.
- Proven ability to manage challenging situations and work independently.
- Competence in motivational interviewing, mentoring, supportive counselling, crisis management, and effective case management.
- Ability to organize and manage caseloads, including data collection and analysis.
- Experience working with culturally and socially diverse youth populations.
- Ability to work from a strengths-based and relationship-centered perspective.
- Genuine passion for helping youth with complex challenges.
- Strong time management, resilience, accountability, ethics, mediation, and negotiation skills, effective communication and advocacy.
- Personal experience with trauma or emotional challenges relevant to supporting vulnerable youth.
- Proficiency in computer use.

## Personal Attributes

- Ability to handle emotionally challenging situations with a positive outlook and maintain composure in both routine and crisis scenarios.
- Demonstrated experience applying a strengths-based philosophy and fostering positive, supportive relationships in professional settings.
- Strong skills in prioritizing tasks, managing time efficiently, and meeting deadlines.
- Proficient in mediating, negotiating, and conveying information clearly and effectively.
- Commitment to taking responsibility for tasks, planning, and organizing work effectively.
- Proven ability to work seamlessly with diverse teams, partners, and service providers.
- Capacity to adjust approaches based on varying youth needs and changing circumstances.
- Ability to maintain a trauma-informed approach, recognizing and addressing the impacts of trauma on youth.
- Genuine care and understanding of the experiences and challenges faced by vulnerable youth.

- Ability to identify challenges and implement effective solutions in a proactive manner.
- Awareness and respect for diverse cultural backgrounds and the ability to work inclusively with culturally and socially diverse youth.

## **Diversity, Equity, Inclusion and Belonging**

The Portal Youth Outreach Association fosters a workplace environment that embraces diversity, equity, inclusion, and belonging. We celebrate all individuals' unique perspectives and contributions, creating a culture where everyone feels valued and respected. Our commitment to diversity enriches our organization, fostering innovation, collaboration, and empathy across all facets of our work.

We actively promote diversity, equity, inclusion, and belonging in our daily practices and initiatives at The Portal Youth Outreach Association. This includes cultivating a workplace culture where every voice is heard, prioritizing professional development opportunities emphasizing diversity training, and engaging in community partnerships promoting equitable access to resources.

## **Working Conditions**

The Youth Outreach Worker operates primarily within the office and drop-in space but will also participate in external activities with youth, including site visits, community events, and outreach efforts.

The role requires flexibility, with standard working hours from 8:30 AM to 4:30 PM, Monday through Friday, but may also involve evenings and weekends as needed for meetings, events, and client interactions.

Ensuring the safety and security of youth, visitors, employees, and the public is a key aspect of the position. Nonviolent Crisis Intervention (NCI) techniques may be necessary to manage challenging situations and maintain a safe environment; training and coaching in these techniques are provided.

## **Support and Performance Review**

At The Portal Youth Outreach Association, we foster a culture where staff are empowered to approach their roles creatively while adhering to organizational guidelines and job expectations. Support is readily available from peers, supervisors, and collaborative teams to ensure continuous growth and success. Staff are encouraged to set personal goals within their program areas, leveraging their strengths and unique contributions.

Performance reviews are conducted annually per our Human Resources guidelines. These reviews provide a structured opportunity for staff to set and review personal and professional goals. Feedback and support from peers and supervisors are integral to this process, guiding career development and ensuring alignment with organizational objectives.

## **Equal Opportunity Statement**

The Portal Youth Outreach Association is an equal opportunity employer and prohibits discrimination based on race, colour, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.