

House Staff, Supportive Living Program (Kentville, Middleton, Windsor)

Reports to: House Team Lead

Scope: Casual

Direct Reports: This position does not have direct reports

Salary: \$21.50/hour increasing to \$22.00 upon successful completion of the 3-month probationary period.

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.

House Staff are integral to delivering programs and supporting clients in our Supportive Living Program. They work closely with care team members to ensure a safe and nurturing environment for youth, helping them overcome barriers and achieve their goals.

Responsibilities

- **Create a Safe and Supportive Environment:** Assist in fostering a caring and safe atmosphere for youth, supporting self-regulation, conflict resolution, and the development of healthy relationships.
- **Community Building and Collaboration:** Collaborate with the Life Skills Coordinator, Youth Worker Plus, and Social Workers to provide comprehensive support, participate in community outings, and attend appointments and meetings.
- **Youth Engagement and Recreational Activities:** Actively engage with youth through recreational, outdoor, and other creative activities to support their emotional, physical, mental, and spiritual health while helping them build community connections.
- **Role Modeling and Advocacy:** Serve as a role model and advocate, assisting youth in accessing necessary supports, services, and community resources effectively.
- **Support Goal Achievement:** Assist youth in developing and implementing plans to achieve their goals related to education, employment, relationships, life skills, identity, and emotional healing.
- **Document and Monitor Progress:** Efficiently document case management, including the focus of work, progress, and interactions with youth using CMS-Salesforce.
- **Service Access and Utilization:** Learn about each client's unique access to services and help them utilize these resources effectively.

Requirements

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

Qualifications

- Undergraduate degree or diploma in social sciences (e.g., Community Development, Psychology, Human Services, Social Work) or equivalent education and experience.
- Certification or willingness to train in ASIST, Trauma-Informed Care, Non-violent Crisis Intervention, and First Aid.
- Demonstrated experience applying a strengths-based philosophy and fostering positive, supportive relationships in professional settings.
- Experience working with culturally and socially diverse populations.
- Knowledge of youth development, social and historical factors, discrimination, trauma, and its impact.
- Knowledge of youth, family, and community resources, programs, services, and policies within the community and Nova Scotia.
- Ability to organize and manage a caseload and data collection effectively.
- Strong skills in prioritizing tasks, managing time efficiently, and meeting deadlines.
- Proficient in mediating, negotiating, and conveying information clearly and effectively.

Personal Attributes

- Ability to handle emotionally challenging situations with a positive outlook and maintain composure in both routine and crisis scenarios.
- 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

Casual House Staff are called in on an as-needed basis and may work at any of The Portal's Supportive Living Houses in Kentville, Middleton, or Windsor. Flexibility is key, as shifts can vary and may include evenings, weekends, or weekdays. In addition to in-house duties, Casual House Staff may also accompany youth to external activities, including appointments, community outings, and events, ensuring that support is consistently provided across all locations.

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.