

Wellness Coordinator

Reports to: Supportive Living Program Manager

Scope: Full-time Position

Direct Reports: This position does not have direct reports

Wage: \$48,750 per year

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 Wellness Coordinator in the Supportive Living Program, you'll support youth as they work toward wellness, independence, and personal growth. Using a trauma-informed and youth-centered approach, you'll provide case management, emotional coaching, advocacy, and connection to services. Rooted in belonging, collaboration, and equity, you'll work with the Supportive Living team to help youth set and reach meaningful goals related to identity, education, employment, and overall well-being.

Responsibilities

- Youth Support and Coaching: Provide one-on-one and group-based support to help youth navigate emotional regulation, daily routines, personal reflection, and conflict resolution using a trauma-informed, strengths-based approach.
- Wellness Planning and Goal Setting: Collaborate with youth to develop individualized wellness plans focused on education, employment, identity, and relationships. Support youth in setting and working toward meaningful goals.
- Case Management and Coordination: Deliver consistent case management services, adapting plans as needs evolve. Coordinate care planning and support youth through intake, discharge, and transitions.
- Service Navigation and Advocacy: Support youth in accessing community services, including healthcare, mental health, education, addictions, and justice resources. Provide advocacy and attend appointments as needed.
- Program Engagement: Facilitate or co-facilitate life skills and wellness programming that promotes creative expression, connection, and holistic well-being.
- Relational Support and Boundaries: Build strong, authentic relationships with youth while modelling healthy boundaries, resilience, and emotional regulation.
- Documentation and Communication: Maintain accurate, up-to-date case notes and documentation using Salesforce (CMS). Contribute to team case conferencing and collaborative service planning.
- Team Collaboration and Professional Development: Attend team and training meetings and participate in professional development opportunities as directed.

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

- 2-year diploma in Youth Work, Child and Youth Care, Addictions and Community Outreach, or equivalent training and experience.
- A degree in Social Sciences will be considered, with relevant experience supporting youth aged 16–24.
- Experience working with culturally and socially diverse populations.
- Knowledge of youth development, mental health, and addictions, including the social and historical factors that impact young people.
- Certification or willingness to train in ASIST, Trauma-Informed Care, Nonviolent Crisis Intervention (NVC), and First Aid.

Personal Attributes

- Commitment to teamwork, personal growth, and ongoing professional development.
- Strong time management, resilience, accountability, and ethics, with the ability to prioritize client care effectively.
- Ability to manage challenging situations, including crises, while working independently with sound judgment.
- Skilled in mediation, negotiation, advocacy, and clear communication to support clients and resolve conflicts.
- Demonstrated experience applying a strengths-based philosophy and fostering positive, supportive relationships.
- Proactive planner with strong skills in organizing tasks and meeting deadlines efficiently.
- Proven collaborator who works seamlessly with diverse teams, partners, and service providers.
- Adaptable and flexible, able to adjust approaches to meet the evolving needs of youth in mental health contexts.
- Maintains a trauma-informed approach, recognizing and addressing the impact of trauma on youth wellbeing.
- Ability to identify challenges proactively and implement effective case management and care planning solutions.
- High emotional intelligence, with skills in coaching, crisis intervention, and safety planning.
- Commitment to ongoing learning and staying current with best practices in mental health and addictions support.
- Demonstrates genuine empathy and understanding of the complex experiences faced by vulnerable youth, with a deep respect for cultural diversity and a commitment to inclusive, equitable support.

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 Wellness Coordinator operates primarily within the Supportive Living Program in our Kentville and Windsor with occasional travel to meet with youth or attend community-based appointments..

The standard working hours are Monday to Friday, 8:30 AM to 4:30 PM. Flexibility is required to accommodate occasional evening or weekend meetings, events, or emergent client needs.

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.