

Supported Living House Staff Job Posting

Compensation: \$22/hour

Hours: Full Time, shift-based (Weekday and Weekend Nights - 12-hour shifts)

Application Deadline: March 30, 2026.

Reports To: House Team Lead

About The Portal

The Portal Youth Outreach Association supports at-risk youth across the Annapolis Valley by reducing barriers and ensuring relational, timely, and compassionate access to essential services. Our Supported Living Program provides youth with a safe, stable home environment where they can build routines, develop life skills, and receive consistent, caring support as they navigate their unique goals and challenges.

Role Summary

Supported Living House Staff help create a calm, respectful home environment where youth can feel grounded, supported, and safe. This role focuses on helping youth with daily routines, emotional regulation, appointments, life skills, and community engagement. You'll model healthy boundaries and communication, respond thoughtfully to challenging moments, and collaborate with teammates to ensure the home is a predictable, supportive place for everyone.

This role blends structure with compassion, offering steady guidance while recognizing each youth's strengths, struggles, and lived experiences.

Intended Impact

The purpose of this role is to help youth feel safe, seen, and respected as they work toward stability and independence. Through consistent routines, supportive conversations, and relational practice, House Staff reduce crisis moments, build trust, and support youth in making meaningful, measurable progress toward their goals—whether related to housing, employment, education, wellness, or relationships.

What You'll Do

- Maintain a welcoming, predictable, and respectful household atmosphere
- Support youth with meals, chores, curfews, routines, and community appointments
- Use trauma-informed approaches to prevent and de-escalate conflicts
- Support youth in developing life skills, problem-solving, and emotional regulation
- Participate in appointments, outings, and recreational activities as needed

- Model clear communication and healthy boundaries
- Document shift notes and incidents accurately and on time
- Communicate clearly during shift handover and team discussions
- Uphold safety protocols and follow crisis response procedures

What Success Looks Like (30/60/90 Days)

30 Days: You've completed onboarding and core training, understand daily routines, and submit accurate documentation. Youth recognize you as a steady, supportive presence.

60 Days: You help prevent incidents through consistency and relational connection, engage youth proactively, and contribute openly to team discussions and problem-solving.

90 Days: Youth demonstrate increased stability in routines, appointments, and skill-building. You show strong judgment, confidence in boundaries, and reliable documentation, and have become a key, trusted member of the care team.

Qualifications

You may qualify through education or experience:

- Education Route:
 - Diploma/degree in Human Services, Social Work, Child & Youth Care, Psychology, Criminology, or related field
 - Other relevant diplomas/certifications (CCA, PSW, DSW, Addictions Worker, Peer Support Certification, etc.)
- Experience Route:
 - ~2+ years experience in youth work, shelters, supported living, outreach, crisis response, or similar areas
 - Lived experience relevant to the role, paired with healthy boundaries and readiness to work within program policies
 - Demonstrated skills in trauma-informed support, de-escalation, communication, and teamwork

Certifications:

- First Aid/CPR Level C (required or willing to obtain immediately)
- ASIST or safeTALK (required or willing to complete)
- NVC/MANDT, Food Safety, and WHMIS are assets

Other Requirements

- Clear Criminal Record Check and Vulnerable Sector Check
- Child Abuse Registry Check
- Valid driver's license and reliable transportation
- Comfort with basic tech, including email and digital documentation

How to Apply

- Submit your resume and cover letter to candy@portalyouth.ca with the subject line: "Supported Living House Staff – [Your Name]"
- Application Deadline: March 30th or until position filled
- Your cover letter should briefly explain:
 - Why this role and The Portal's mission matter to you
 - A time you supported someone using a trauma-informed or dignity-first approach
 - How your experience or education meet the qualifications listed above

Diversity, Equity, Inclusion & Belonging

The Portal Youth Outreach Association is committed to creating a workplace where all individuals feel valued, respected, and supported. We celebrate diversity and prioritize equity, inclusion, and belonging across our programs, teams, and community partnerships. Candidates of all backgrounds and lived experiences are encouraged to apply.