# JOB DESCRIPTION

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<th>Position Title:</th>
<th>Youth Outreach Worker</th>
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<td>Program:</td>
<td>Mental Health and Addictions</td>
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<td>Service:</td>
<td>Youth Outreach Services</td>
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<td>Accountable to:</td>
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**Issued By:**

**Date Issued:** March 26/07

**Date Revised:**

**Classification:**

## PURPOSE AND SUMMARY

Under the direction of the Youth Outreach Service Manager and/or Youth Outreach Team Leader, the Youth Outreach Worker is responsible for promoting engagement of at-risk youth and their families in community and increasing youth access to opportunities. Youth Outreach activities occur off-site in high priority communities and/or neighbourhood locations or settings. Responsibilities focus on referral services for at-risk youth and include the support and encouragement necessary to help youth make use of those referrals. The Youth Outreach Worker facilitates youth movement through traditional and/or non-traditional support or emergency services to case management, housing, education and/or employment. This position requires regular evening hours and flexible scheduling.

Youth Outreach Services include linkages to other community programs and agencies to facilitate contacts and services for these youth. Youth are supported to find opportunities, solutions and resources to address their own social, behavioural, emotional and educational and employment needs within their own community. Education, advocacy and collaboration are key service practices for Youth Outreach Workers. Activities will be conducted in accordance with the Child and Family Services Act, the Mental Health Act and agency policies and procedures.

## DUTIES AND RESPONSIBILITIES

### 1. Service Responsibilities

Under the direction of the Youth Outreach Services Manager, and/or the Youth Outreach Team Leader, the Youth Outreach Worker is responsible for:
a. Planning and coordinating outreach activities that are intended to identify, capture the attention and interest of, and foster involvement of at-risk youth (and their families) including, but not limited to;
   - eliciting, receiving and sharing information about their interests, concerns and needs
   - providing information regarding relevant programs, services and opportunities
   - guiding and facilitating access to programs, services and opportunities that may be of assistance or responsive to articulated needs and requests
   - enabling positive civic participation in their neighbourhood/community

b. Developing linkages and maintaining effective working relationships with other community services/agencies to facilitate contacts and services for youth;

c. Engaging youth (and their families) to identify issues and barriers to accessing community services;

d. Flexibility in service provision including location, hours of service, as well as innovation in practices and approaches;

e. Organizing and participating in public education seminars, workshops, groups and training for youth, parents and service providers;

f. Liaise with and consult to the community, Boards of Education, schools and other service providers as required regarding the particular needs of at-risk youth;

g. Ensuring that the youth’s and family’s rights are respected and addressed in accordance with legislation and Agency Policies and Procedures;

h. Maintaining service statistics and a system of documentation and reporting that is consistent with the standards and procedures of the service delivery process, legislation and practices of Dilico;

i. Ensuring all data, forms, reports and necessary documentation are accurate and submitted within established timelines as identified in the Service Delivery Manual, Policies and Procedures Manual and service mandate;

j. Ensuring that safety and well-being practices are implemented; this includes being knowledgeable of Universal Care precaution practices, emergency systems and procedures in dealing with crisis situations, communicable diseases, duty to report, etc.;

k. Identifying staff development/training/mentoring needs and to participate in staff development/training/mentoring as required;
1. Exhibiting organizational time management skills, accountability, reliability, and punctuality;

m. Engaging parents, where possible through existing parent groups, faith communities, etc., and provide education and information on issues related to parenting, etc.;

n. Conducting community and environmental assessments where feasible to identify and understand emerging issues, service gaps and opportunities for action to build upon community capacity;

o. Facilitating connections between youth and their community, promoting awareness and positive connections;

p. Assisting in ongoing upkeep and maintenance of program facilities and resources;

q. Providing services within an understanding of the context of oppression, poverty and diversity;

2. **Organizational Responsibilities**

As a representative of Dilico, the Employee is responsible for:

a. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;

b. acting in accordance with relevant legislation and Agency Policies, Standards and Procedures;

c. proposing changes within Dilico that would improve the quality of service to Anishinabek children, families and communities;

d. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;

e. understanding his/her role and responsibility in maintaining a safe workplace and reducing workplace injuries;

f. applying Anishinabek culture, values, traditions and teachings into programming where possible;

g. ensuring accuracy, confidentiality and safekeeping of agency records;

h. participating constructively in the supervision process with the immediate Manager.

**QUALIFICATIONS**

1. **Education**

A minimum three year Child and Youth Worker Diploma is preferred. A diploma or degree in a related field in combination with related experience may be considered.
2. **Work Experience**

The following work experience is required;

a. Direct experience with at-risk populations for a minimum of 2 years and;
b. Experience in harm reduction, safety planning and crisis intervention and;
c. Demonstrated ability to work co-operatively and negotiate effectively within a multi-disciplinary team of service providers and;d. Experience in working with diverse cultures and communities and;e. Knowledge of and sensitivity to the life experiences and needs of the youth community combined with previous youth outreach and/or community development experience.

3. **Skills/Abilities**

a. sound knowledge of the Anishinabek culture and the principle issues affecting the mental health of Anishinabek children, families and communities in the City and the District of Thunder Bay;
b. sound knowledge of the positive traditional influences that could promote mental health and wellness of Anishinabek children and families in the District of Thunder Bay. The ability to promote and apply Anishinabek Culture, values, traditions and teachings in the work of the Child and Family Team where appropriate;
c. developing and maintaining respectful, cooperative working relationships with Anishinabek children, families, communities and service workers to promote an integrated, seamless delivery of service;
d. ability to understand or speak Ojibway or Oji-Cree would be considered an asset;
e. The ability to apply an attitude and practice model that promotes flexibility, diversity and engagement with marginalized populations;
f. Knowledge of at-risk youth-related issues, such as addictions, sexual orientation/identity, peer/social culture, human development, violence, teen pregnancy, gangs, etc.;
g. Knowledge and understanding of flexible, diverse, traditional and non-traditional support, advocacy and intervention processes;
h. Knowledge and understanding of harm reduction philosophy and working strategies;
i. Knowledge of micro and macro community social systems, structures and issues;
j. Knowledge of community assets and asset mapping procedures;
k. Ability to facilitate, coordinate and promote group programming and workshops on a variety of social issues and topics;
l. Knowledge of case management systems, reporting procedures and responsibilities and the ability to work within those systems;
m. Effective written and oral communication skills, problem solving, advocacy and assessment skills;
n. Ability to manage crisis and adverse situations with staff, youth and families;
o. Ability to work within a multi-disciplinary team, as well as manage and maintain public inquiries;
p. Knowledge and understanding of health and safety practices related to outreach work and Universal Care precautions;
q. Knowledge and understanding of the Child and Family Services Act, the Mental Health Act and other relevant legislation;
r. Ability to work within the policies, standards, procedures and the vision, mission and core values of Dilico Anishinabek Family Care;

CONDITIONS OF EMPLOYMENT

a. satisfactory CAS Penlieu Search;
b. satisfactory Criminal Records Search;
c. must possess a valid Standard First Aid/CPR Certificate or be willing to obtain one;
d. must participate in and qualify for certification in Therapeutic Crisis Intervention Training provided by the Agency;
e. ability to work flexible hours as determined by the Unit Manager or designate in relation to service delivery requirements;
f. must posses a valid Ontario Class “G” Driver’s Licence and have access to a personal vehicle;

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.