



**Thunder Bay Indigenous
Friendship Centre**

ENHANCED YOUTH OUTREACH WORKER

SUPERVISION:

Under the direction of the Executive Director / Director of Operations, the Enhanced Youth Outreach Worker is responsible for the effective and efficient delivery and administration of the Enhanced Youth Outreach Worker (EYOW) Program in accordance with all relevant policies and procedures.

JOB SUMMARY:

The Enhanced Youth Outreach Worker's primary responsibility is to help high-risk, high-needs youth (ages 12-21) who may be experiencing challenges related to mental health, addictions, trauma, relationship violence, human/sex trafficking, and may be involved in criminal activities. The Enhanced Youth Outreach Worker will help high-risk youth and their families navigate and connect with services and pro-social opportunities in the community of Thunder Bay to improve youth outcomes. This position will use a strengths-based, trauma-informed approach and will collaborate with members of an interdisciplinary team to coordinate services and support in consultation with individuals and partnering programs.

QUALIFICATIONS:

- Bachelor of Social Work or equivalent and relevant experience and eligible for certification / membership in a registered professional association for social work.
- Familiarity with the specialized needs of youth who may be experiencing challenges related to mental health, addictions, trauma, relationship violence, human / sex trafficking and / or may be involved in criminal activities.
- Demonstrated ability delivering intensive, short-term counselling and support services to youth in crisis, helping to address specific challenges, and referring to access required services.
- Knowledge of Indigenous culture and history, with particular emphasis on family violence, child welfare, and impacts of trauma; knowledge of an Indigenous language(s) will be considered an asset.
- Knowledge of Indigenous youth engagement and community outreach tools; knowledge of and sensitivity to the life experiences and diverse needs and identities of at-risk and high-risk youth.
- Demonstrated ability to support family members of high-risk youth and refer to required services.
- Skill in managing the case plans of multiple, high-risk youth clients and their families.
- Knowledge of the community including knowledge of local programs and services to refer high-risk youth, such as mental health and counselling supports.
- Proven ability to deal effectively with crisis situations and to identify, assess, and intervene with youth in crisis.
- Knowledge and understanding of flexible, diverse, traditional and nontraditional support, advocacy and intervention processes.
- Ability to engage people to build trust and rapport; effective verbal/listening communication skills.
- Demonstrated ability to work co-operatively and negotiate effectively with a range of community groups and service providers across sectors.
- Proficiency in Microsoft Office including database applications.
- Excellent time management skills; ability to meet deadlines.
- Group facilitation, team building and decision-making skills; ability to take initiative.

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- Demonstrated ability to work independently and as part of a team.
- Ability to work flexible hours, including evenings and weekends.
- Valid First Aid / CPR Certificate and Safe Food Handling certification is an asset.
- A satisfactory Vulnerable Sector Clearance Check is a condition of employment.
- Must have a valid driver's license and reliable transportation. Will require a valid Drivers Abstract upon hiring.

CORE COMPETENCIES:

- **Inter-Cultural Competency Informed** – Able to incorporate a personal responsibility to increase sensitivity, awareness and implementation of TBIFC's cultural teachings and organizational practices in both professional conduct and work-related deliverables. Ideally carries traditional knowledge and understands the history of Indigenous people and is considered to be of Good Mind.
- **Trauma-Based Practice Informed** – Able to incorporate a trauma-informed approach to recognize and respond to all forms of trauma and the necessity of supporting Indigenous people in a culture of tradition and safety in their healing journey.
- **Indigenous Gender-Based Analysis Informed** – Able to incorporate an intersectional approach to gender, race and discrimination, and aware of subsequent intergenerational impacts affecting Indigenous women and their families.
- **Ethical and Professional Standards Informed**- Able to incorporate a core set of beliefs, values and responsibilities fundamental to the profession that serve to define the exemplary practices of social work.

JOB RESPONSIBILITIES:

The Enhanced Youth Outreach Worker shall have responsibility for the following:

1. Case and File Management:

- Maintain up-to-date client files that track and evaluate participation and progress in the program.
- Be knowledgeable of and work with community agencies and referral sources who will be in a position to assist clients in meeting immediate and long-term goals.
- Effectively communicate with youth and their families and be responsive to client needs.
- Provide one-on-one supports, including counselling, peer and/or group support with high-risk youth who may be experiencing challenges related to mental health, addictions, trauma, relationship violence, human/sex trafficking, and may be involved in criminal activities, and who have been involved in specific incidents or conflicts (fight at school, interaction with the police, sibling in conflict with the law) that increase their risks.
- Conduct outreach and engagement services and activities within community to promote services and

connect with appropriate clientele.

- Initiate and participate in case conferences to ensure needs of youth and their families are met.
- Collaborate with relevant partners for individual client plan and case coordination.
- Provide direct service and support to youth that are responsive; ensure the needs of youth referred to the program are met in a timely and culturally sensitive manner.
- Advocate on behalf of clients and provide ongoing liaison services and follow-up to ensure individual needs are being met; refer high-risk youth, such as mental health and counselling supports.
- Schedule visits with clients and follow through with case management; provide home visitation and other tailored youth support services.
- Develop annual service plans.
- Work with Friendship Centre programs to promote a coordinated client service approach to ensure client needs are addressed.
- Maintain client confidentiality.

2. Participant-Based Service Delivery:

- Support youth ages 12-21 years of age by providing participant-based and one-to-one services that are responsive to the needs of direct-service users.
- Plan and implement activities to meet the physical, emotional, intellectual and social needs of high-risk youth and families in the program.
- Provide culturally appropriate programs and activities.
- Plan agendas, secure necessary resources, organize and deliver programming and special activities as per annual service plan.
- Provide participant-based activities that include public education / awareness campaigns, workshops, presentations, events that address issues of concern to high-risk, high-needs youth, mental health, addictions, trauma, relationship violence, crime prevention, and human/sex trafficking.
- Seek opportunities and partnerships to maximize community-based supports for clients.
- Seek partnerships and resources to best meet the needs of program delivery.

3. Program Delivery:

- Maintain documentation, records, and systems that are essential components of sound project management that demonstrates services are being delivered.
- Support youth to identify, access and navigate service systems relevant to their mental health, addictions, trauma, relationship violence, human/sex trafficking, and other high-risk needs.
- Provide short-term, counselling and support services to high-risk youth.
- Facilitate connections between high-risk youth and their community, promoting awareness and positive connections.
- Facilitate life skills development and knowledge transfer, specifically on mental health, addictions, trauma, relationship violence, and harm reduction, both one-on-one and in group settings.

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- Utilize a strengths-based, trauma-informed approach that promotes the wholsitic development of high-risk youth; ensure all service activities utilise culture throughout planning and delivery.
- Support the provision of wraparound services and to ensure the development of a strength-based, trauma-informed Action Plan for each individual direct-service user.
- Develop and oversee a short-term case management plan for high-risk youth clients and support youth by:
 - Helping youth to identify their needs, goals, aspirations, skills and abilities as well as barriers to accessing services;
 - Helping youth to build resiliency, pro-social skills and other protective factors to address their various risk factors;
 - Helping youth to address the specific incidents / risk factors that may bring them into conflict with peers, family, and / or the law;
 - Providing youth with general information, contacts, referrals and support as needed to build assets and address needs (e.g., housing, employment, education, health care and recreation; social and emotional issues); and
 - Referring youth to appropriate services in the community, and supporting them to access these services.
- Develop and implement programming for Two-Spirit and Indigenous LGBTQIA+ high-risk youth.
- Prepare and provide nutritious meals and snacks, resources, and activities relevant to programs.
- Prepare for traditional items and medicines needed in preparation for participants.
- Promote inter-generational activities and joint programing.
- Participate in meetings with organizations related to program delivery.
- Evaluate program activities by utilizing participant evaluation forms and methods.
- Work within a specific budget and deliver programming accordingly.
- Work with other Friendship Centre programs to promote a coordinated approach to addressing youth health and wellness, traditional knowledge sharing, healthy lifestyles, etc.
- Provide supervision and guidance for volunteers and student placements of the Enhanced Youth Outreach Worker Program.

4. **Program Administration:**

- Submit written reports to the Executive Director / Director of Operations outlining programming activities, committee work, Friendship Centre activities, and other reports as required.
- Develop and maintain current, accurate and confidential participant files that reflect assessment, services and outcomes.
- Accurately record statistical information as required and as it changes, ensuring all data, forms, reports and necessary documentation are accurate and properly maintained.
- Maintain comprehensive and up-to-date client files and systems that are essential components of good program management, which demonstrate the program is being delivered according to proposed work mandate and work plan.
- Respond to correspondence and information requests as required.
- Attend TBIFC Annual General Meeting.

- Complete internal administrative tasks i.e. time sheets, mileage logs, expense reports, etc.
- Participate in case audits, compliance audits, program evaluations and any other specially designed processes that may be undertaken to assess the effectiveness of the Enhanced Youth Outreach Worker Program.
- Develop annual work plans and quarterly, annual, and other relevant reports for various stakeholders; ensure that all reporting requirements and deadlines are met.
- Maintain knowledge of community resources and services for appropriate referral and linking of high-risk, high-needs youth and their families to support networks.

5. Community Development & Outreach:

- Initiate and maintain contact with community agencies, clients, families, groups, and networks.
- Attend, participate, and/or facilitate relevant meetings, conferences or workshops as a representative of TBIFC.
- Promote the program and services of the Enhanced Youth Outreach Worker Program and/or other TBIFC programs.
- Respond to general enquiries the Enhanced Youth Outreach Worker Program's purpose, processes and procedures and/or any other information being requested.
- Research appropriate agencies for relevant referrals, resources and available programs.
- Network and liaise with other TBIFC programs, community agencies, funding sources, etc.
- Organize and/or participate in public education about Indigenous high-risk youth, mental health, addictions, trauma, relationship violence, human/sex trafficking, and criminality.
- Support and participate in the development of Indigenous community youth and wellness initiatives.
- Develop promotional material that advertises services and upcoming events.
- Participate as a resource person at training sessions, committee meetings, etc., to ensure that information on culture, needs, concerns and aspirations of Indigenous high-risk youth and families with lived experience is expressed.

6. Training and Professional Development:

- Participate in relevant conferences, training workshops and related courses and meetings for professional development as required or directed.
- Attend workshops, staff meetings, etc. as directed.
- Keep apprised of relevant legislation or policy changes in relation to the Child and Family Services Act, Youth Criminal Justice Act, youth and social services fields, and health promotions fields.
- Identify professional development / training needs and bring to the attention of the Child & Family Services Program Manager and Director of Operations for approval.
- Maintain knowledge and awareness of current youth engagement best practices and trends.

7. Health & Safety:

- Ensure appropriate supervision of direct-service users and activities at all times.
- Observe health, fire and safety regulations; uphold health and safety standards.
- Ensure that the Health and Safety policies incorporated into daily working practices are adhered.
- Maintain Standard First Aid Level C with AED certification.
- Maintain current Safe Food Handling certification.

8. General Duties:

- Perform other duties relevant to the program as assigned by the Executive Director / Director of Operations.
- Observe and uphold the policies, procedures, and practices of the Thunder Bay Indigenous Friendship Centre.
- Actively recruit, train and provide supervision to student placements, volunteers, etc.
- Ensure client files and tangible resources (i.e. bus tickets, food vouchers, gift cards, etc.) are secured in a locked filing cabinet on a daily basis.
- Actively promote and participate in community and TBIFC annual activities in keeping with the mandate and philosophy of the Friendship Centre.
- Work with other members of the team to ensure a wholistic program of care is maintained addressing the physical, psychological, and social needs of the service users.
- Ensure the premises and program resources are safe and secure.
- Assist in ongoing upkeep and maintenance of program facilities and resources.
- Work within an Indigenous culturally competent framework.
- Notify the Executive Director / Director of Operations or designate immediately of any difficulties including crisis or any other issues that may affect the ongoing delivery of the program.

RELATIONSHIPS:

Executive Director / Director of Operations: The Enhanced Youth Outreach Worker will keep the Executive Director / Director of Operations apprised of all important matters related to the Enhanced Youth Outreach Worker Program by providing written reports for review and oral reports on an ad hoc basis.

TBIFC Program Staff: The Enhanced Youth Outreach Worker will work with other TBIFC Program staff by maintaining communication lines to allow opportunity to share information relevant to the program, to maintain appropriate referrals to programs and services, and to participate in joint programming. The Worker will work closely with the TBIFC Child & Youth Services staff. The Enhanced Youth Outreach Worker will be directly supervised by the Child & Family Services Program Manager.

ACCOUNTABILITY:

The Enhanced Youth Outreach Worker is accountable to the Executive Director / Director of Operations or designate for the efficient performance of their function.

PROBATIONARY PERIOD:

Upon commencement of employment, the Enhanced Youth Outreach Worker will be placed on a nine (9) month probationary period. An extended period of probation may be instituted at the discretion of the Executive Director. A performance appraisal will be completed at the end of the probationary period and will occur once annually thereafter.

TERMS AND CONDITIONS OF EMPLOYMENT:

1. Hours may vary but shall not exceed 35 hours per week unless prior approval has been authorized to exceed terms and conditions.
2. Adheres to policies and procedures according to the Thunder Bay Indigenous Friendship Centre's *Personnel Policy Manual* - March 24, 2010.
3. Abides by the Code of Ethics as adopted by the Thunder Bay Indigenous Friendship Centre.
4. Adheres and applies the following:
 - a) A Policy Dealing with Allegations of Abuse against Individuals.
 - b) A Protocol for the Reporting of Child Abuse and Neglect between Dilico Anishnabek Family Care and the Indian Youth Friendship Society
5. Signs and adheres to an Oath of Confidentiality.
6. Maintain a clear criminal reference check (CPIC) and Vulnerable Sector Clearance.

CAUSES FOR DISMISSAL:

Please refer to the Thunder Bay Indigenous Friendship Centre's Personnel Policy Manual.

WORKING CONDITIONS:

Physical Demands: Caring for youth can be physically demanding. The Enhanced Youth Outreach Worker will be lifting and carrying equipment up to 50 lbs., and may spend time sitting in vehicles for extended periods of time. The worker may have to lift and carry using appropriate lifting techniques, bend, push, pull, grip, reach, kneel, crouch using good body mechanics and includes walking, sitting, standing and climbing stairs.

The Enhanced Youth Outreach Worker will spend long hours sitting, standing, and using office equipment and computers which can cause muscle strain. The Worker may have to work odd or long hours at a time to complete special requests or projects.

Environmental Conditions: The Enhanced Youth Outreach Worker will be working in a busy and occasionally noisy environment. The worker will be required to move throughout the community, including indoor and outdoor environments in all seasons, within settings that are water, land, and community based.

The Enhanced Youth Outreach Worker may come in contact with community members who are ill and/or contagious and must take precautions to ensure the health and safety of all individuals, including self. The Worker must be ready to respond quickly and effectively to many types of situations, including crisis situations.

Sensory Demands: Traditional Medicines and healing practices are utilized in ceremonies and circles; these may affect senses and respiratory system. There may be times that the environment is noisy and busy. The Enhanced Youth Outreach Worker must be very adept at listening to others and spending long hours on the computer preparing detailed reports which requires attention to detail and high levels of accuracy.

Mental Demands: Caring for youth can be stressful. The Enhanced Youth Outreach Worker must ensure that youth are supervised at all times, and that youth are involved in safe and appropriate activities. There may be a number of situations happening at once, and they must be prepared to handle accidents and emergencies at any time. Interactions with participants vary in nature and can be highly sensitive and cause stress.

There are regular deadlines that require attention to detail with this position which may cause stress. The Enhanced Youth Outreach Worker must deal with a wide variety of people and will have to manage a number of requests and situations at one time. The workload may be unpredictable and difficult to manage at times.

The Enhanced Youth Outreach Worker must deal with a wide variety of people with challenging personal issues. Caring for people in crisis can be stressful; the worker must monitor their own time and stress levels to ensure that they are able to effectively assist clients. The worker will need to be well organized and will benefit from healthy self-care practices.

CERTIFICATION

I certify that I have read and understand the responsibilities to this position.	Supervisor has reviewed with employee the job responsibilities as described in this document and has discussed expected standards of performance.
_____ Employee Signature	_____ Supervisor's Title
_____ Printed Name	_____ Supervisor's Signature
_____ Date	_____ Date

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.

November 2022