



TITLE: *Youth Outreach Worker*

In conjunction with the Department of Community Services, the ***Youth Outreach Worker*** will report directly to the Executive Director and/or Program Manager. They will improve the immediate and long-term social, economic and health outcomes for youth between the ages of 16-19 through a variety of services including but not be limited to: crisis management, supportive counselling, programs/workshops, referrals, mentoring, and family support. These duties will be consistent with policies and procedures laid out by Big Brothers Big Sisters of Pictou County.

QUALIFICATIONS/REQUIREMENTS:

- Minimum post-secondary education, a degree or diploma that is human service based.
- Experience in working with program or services designed for the social needs of youth preferably outreach programs.
- Knowledge of current youth trends.
- Experience working in a multidisciplinary team setting
- Ability and willingness to work very independently
- Ability to be a strong youth advocate.
- Experience in precise documentation.
- Good interpersonal and communication skills, both written and oral
- Must possess good judgement, tact enthusiasm and must be personable, approachable, and discreet, while maintaining a high standard of confidentiality.
- Willingness to undergo a vulnerable sector check/child abuse registry check.
- Willingness to work flexible hours and locations.
- Current CPR and First Aid certified
- Non-violent crisis intervention
- The ability to conduct oneself in a professional manner in keeping with the image of the organization.
- Valid driver's license, and reliable vehicle as travel is required.

ACCOUNTABILITIES

- Recruit, orient and assess the needs of clients related to areas such as health, social and economically well-being.
- Effectively utilize outcomes measurements to assess goal attainment.
- Support clients in accordance with Agency Policy during the length of the relationship to ensure positive youth development. Including crisis intervention, counselling, advocacy, and service navigation.
- Find creative ways to develop outreach to Youth with complex needs that address barriers such as transportation, mistrust, socioeconomic factors
- Manages and administers youth and community outreach projects and resources.
- Possess a strength based approach in building connections by liaising with school personnel and other collaborative partners to achieve client goals.
- Ensure quality services and measurable outcomes, maintain accurate and timely records for each client according to BBBS National Standards and agency policy and utilize technology to report, synthesize and input data.
- Effectively works with team when requested on other related duties as requested by the Executive Director.

Problem Solving & Decision Making:

- Makes prompt, timely, prudent decisions after considering all relevant factors and evaluating probable outcomes of alternatives.
- Within defined limits, uses own discretion to evaluate whether consultation with colleagues and supervisor is necessary.
- Takes appropriate action when confronted with new, difficult, or complex situations.
- Transfers knowledge from previous experiences to new situation.
- Demonstrates ability to generate new ideas and acts on them accordingly.
- Supports the delegation of decision making.

Knowledge:

- Knowledge of trauma-informed practice.
- Commitment to empowering clients through a Strengths-Based approach.
- Stays informed of trends and challenges faced by youth today.
- Demonstrated ability to work from client-centered and anti-oppressive perspectives.
- Cultural awareness and a commitment to program development that is inclusive and meets the needs of the diverse populations we serve.
- Knowledge of community and school resources.

- Maintains a level of self-awareness, particularly in relation to personal boundaries.

Professionalism:

- Strong understanding of necessity to safeguard the confidentiality of all matters relating to the clients of the Agency.
- Works in accordance with the Code of Ethics and the Minimum Standards of the organization.
- Understands and maintains confidentiality about the organization, colleagues, and clients.
- Maintains appropriate boundaries with colleagues and clients.
- Works to promote the Vision and Mission of Big Brothers Big Sisters.

COMPETENCIES:

Child and Youth Development:

1. Typical and Atypical Development
2. Child Development from a Cultural Lens
3. Protective Factors
4. Influences on Development
5. Impacts of Trauma on the Developing Brain

Youth Well-Being

1. Holistic Well-Being
2. Impact of Culture, Values, Beliefs and Experiences on Relationships
3. Approach to Strengths, Stressors and Risks
4. Goal Setting and Capacity Building to Achieve their Goals.
5. Motivational and Coaching Techniques

Skills Development

1. Principles of Learning
2. Materials Selection
3. Research-Based Support, Activities, Workshops, and Programs
4. Guidance and Discipline Techniques
5. Support, Activities, Workshops, and Programs within a Culturally informed Context

Health and Safety

1. Safety
2. Physical Well-Being
3. Emotional Well-Being
4. Identification and Referrals

I have read and reviewed the above Job Description for **Youth Outreach Worker** and understand its contents. I have also read and reviewed Human Resource policies for Big Brother Big Sisters of Pictou County and understand its contents.

Signed

Witness