



## JOB DESCRIPTION

### PREVENTION AND OUTREACH SERVICES WORKER

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Hope 24/7 has an opening for a part-time, three days per week (21 hours weekly) Prevention & Outreach Worker. The preferred work days are Tuesdays, Wednesdays and Thursdays. Must have experience working with children and youth.

#### A. POSITION TITLE

PREVENTION AND OUTREACH SERVICES WORKER

#### B. REPORTING

The Prevention and Outreach Services Worker directly reports to the Manager of Prevention and Outreach Services.

#### C. POSITION SUMMARY

The Prevention and Outreach Services Worker is responsible for the program development, community engagement and school partnerships of the Our Youth Our Future initiative in Peel Region. A key component of this position is relationship building/engaging skills with youth in an effort to make positive changes in their lives. The Prevention and Outreach Services Worker is responsible for providing support to clients to link them to appropriate community programs and services as required.

#### D. DUTIES AND RESPONSIBILITIES

The major responsibilities of the Prevention and Outreach Services Worker comprise the following:

##### **1.0 Resource to the Manager of Prevention and Outreach Services**

- (i) Report to the Manager of Prevention and Outreach Services on the progress of the Our Youth Our Future program to achieve stated outcomes.
- (ii) Undertake research or compile information as requested by the Manager of Prevention and Outreach Services.
- (iii) Perform other duties as required by the Manager of Prevention and Outreach Services within the scope of the responsibilities of this position.

## **2.0 Compliance with Applicable Legislation, Regulations and Professional Standards**

- (i) Adhere to applicable legislation, regulations and professional standards.
- (ii) Comply with relevant provisions of the Occupational Health and Safety Act.
- (iii) Adhere to all policies, procedures and protocols of Hope 24/7.

## **3.0 Planning and Engagement**

- (i) Participate in the planning process of Hope 24/7.
- (ii) Assist in the development and implementation of accountability and quality assurance mechanisms of Hope 24/7.
- (iii) Participate actively and constructively in staff meetings of Hope 24/7.

## **4.0 Service Delivery Functions**

- (i) Deliver Our Youth Our Future curriculum in elementary and secondary schools.
- (ii) Organize the annual Our Youth Our Future Youth Summit.
- (iii) Identify potential crises and implement support, including the use of a Holistic Crisis Plan.
- (iv) Respond to crises as it arises, in a non clinical capacity and refer program participants to the clinical services of Hope 24/7 or other community resources as appropriate.
- (v) Liaise with the clinical team at Hope 24/7 to provide advice and guidance in the development of the outreach psychoeducational workshop(s).
- (vi) Work with youth to help them identify steps to achieve their goals.
- (vii) Liaise with regional youth initiatives and community services to ensure youth are referred to the appropriate resource.
- (viii) Deliver presentations and workshops as required.

## **5.0 Human Resources Function**

- (i) Assist in the orientation of new staff at Hope 24/7, as requested.

## **6.0 Financial Function**

- (i) Undertake job responsibilities in an efficient manner.

## **7.0 Information Functions**

- (i) Complete all daily documentation.
- (ii) Maintain privacy and confidentiality of personal information.
- (iii) Obtain proper written consent(s) prior to sharing information.
- (iv) Complete required program statistics, ensuring accuracy.

### **8.0 Health and Safety Functions**

- (i) Ensure safe working conditions for youth and colleagues.
- (ii) Act promptly to report any health and safety concerns to the Chief Executive Officer.

### **9.0 Quality Improvement Function**

- (i) Ensure the goals and indicators of success for the Our Youth Our Future program are achieved.

### **10.0 Risk Management Function**

- (i) Inform the Manager of Prevention and Outreach Services of any situations that could potentially create risk for Hope 24/7.

### **11.0 Communications and Community Awareness Functions**

- (i) Conduct all internal and external communications in a professional and informed manner.
- (ii) Communicate effectively with school and community partners affiliated with the Our Youth Our Future program.
- (iii) Develop and implement an ongoing community awareness campaign.
- (iv) Foster effective communications with the Manager of Prevention and Outreach Services, Hope 24/7 colleagues and community partners especially as it relates to referrals for service.

### **12.0 Resource Development Functions**

- (i) Prepare grant applications and funding proposals, when requested.
- (ii) Secure event sponsorships, program advertisers and in-kind donations for community awareness campaigns.

### **13.0 Representation of Hope 24/7**

- (i) Represent Hope 24/7 in designated meetings and provide any other representation that may be required from time to time.

### **14.0 Professional Development**

- (i) Complete a performance self-evaluation on an annual basis, or more frequently if requested by the Manager of Prevention and Outreach Services.
- (ii) Participate in a performance evaluation process and follow-up on any stated actions and/or goals.
- (iii) Attend professional development opportunities recommended by the Manager of Prevention and Outreach Services to enhance overall knowledge and/or performance.

## E. AUTHORITY

The Manager of Prevention and Outreach Services delegates authority to the Prevention and Outreach Services Worker to:

- (i) develop the curriculum of the Our Youth Our Future program;
- (ii) deliver the Our Youth Our Future program in an effective and efficient manner;
- (iii) refer participants of the Our Youth Our Future program to the clinical services of Hope 24/7 and other community resources, as appropriate; and
- (iv) foster school and community partnerships that are essential to the success of the Our Youth Our Future program.

## F. ACCOUNTABILITY

The Prevention and Outreach Services Worker is accountable to the Manager of Prevention and Outreach Services for the following:

- (i) ensuring the Our Youth Our Future program is delivered within the established mandate and guidelines of Hope 24/7;
- (ii) achieving the goals and outcomes established for the Our Youth Our Future program; and
- (iii) maintaining positive working relationships with school and community partners.

## G. QUALIFICATIONS

The minimum qualifications for the Prevention and Outreach Services Worker position are as follows:

### 1.0 Educational Requirements

- (i) College Diploma or University Degree from a recognized post-secondary institution in community development and outreach, child and youth services or a related field.

## **2.0 Knowledge and Skill Requirements**

- (i) Three (3) years working with at-risk youth with mental health concerns.
- (ii) Experience in engaging diverse communities.
- (iii) Experience in working in a non-profit organization or charity is an asset.
- (iv) Solid knowledge of the “Stepping Up” framework.
- (v) Knowledge and skill to engage at-risk youth.
- (vi) Knowledge, skill and experience in advocacy, crisis intervention and conflict resolution.
- (vii) Extensive knowledge of youth related issues and resources including sexual violence, mental health, substance abuse, trauma and youth justice system.
- (viii) Excellent written and verbal communication skills.
- (ix) Effective and well-developed interpersonal skills and ability to maintain positive working relationships.
- (x) Proficiency in the use of computer technology, internet and email fundamentals, databases, and working knowledge of Apple software programs.
- (xi) Strong organizational and time management skills with the ability to multi-task and meet deadlines with accuracy and attention to detail.
- (xii) Experience in program planning, development and evaluation.
- (xiii) Ability to be creative and innovative.
- (xiv) Confident and consistent decision-making skills.
- (xv) Resourcefulness and flexibility to meet the needs of Hope 24/7.
- (xvi) Ability to work independently and as a team member.
- (xvii) Ability to balance demands and priorities and to manage effectively.

## **3.0 Competencies and Judgment**

Demonstrated competence to:

- (i) think strategically and proactively to address issues resulting in effective solutions;
- (ii) use professional judgment with established guidelines;
- (iii) inspire leadership and engagement of staff, educators and community colleagues;
- (iv) accommodate competing demands;
- (v) articulate and integrate the values of Hope 24/7;
- (vi) monitor service excellence and celebrate exceptional service performed by others;

- (vii) value and honour diversity and the richness it brings to a community;
- (viii) foster trust through open dialogue; and
- (ix) identify issues, gather and process relevant information, explore solutions and implement the most appropriate response.

Demonstrated good judgment to:

- (i) maintain control in difficult and situations;
- (ii) handle emergencies, crises and hostile behaviours in a calm manner;
- (iii) maintain confidentiality and model ethical conduct; and
- (iv) maintain a good life/work balance.

## H. MAJOR CONTACTS

The Prevention and Outreach Services Worker will maintain regular contact with the following:

- (i) Manager of Prevention and Outreach Services
- (ii) Hope 24/7 Clinical Team
- (iii) Our Youth Our Future Program Participants
- (iv) Participating Schools
- (v) Community Partners

## I. WORKING CONDITIONS

The working conditions for the Prevention and Outreach Services Worker are as follows:

- (i) work is generally performed in office and community settings;
- (ii) ability to work flexible hours, when requested; and
- (iii) work involves regular driving assignments.

## J. EMPLOYMENT CONDITIONS

Specific employment conditions of the Prevention and Outreach Services Worker include the following:

- (i) valid Ontario Driver's Licence, auto insurance and reliable transportation; and
- (ii) satisfactory Police Reference Check for the Vulnerable Sector.

## K. JOB DESCRIPTION APPROVAL

Approved by: Chief Executive Officer

Date: \_\_\_\_February 29, 2016\_\_\_\_\_