



JOB POSTING

Youth Program Support Worker (YPSW's) – Pathways to Education Program Two (2) Permanent, Part-time Positions (21 hours per week – \$19.08 per hour)

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of six locations, Unison offers core services that include primary health care, counselling, health promotion, Early Years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education™ and a Diabetes Education Program. Unison's mission is working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

Unison is committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

Pathways to Education is a community-based program that addresses two crucial social determinants of health by providing programs and services to enhance the educational and employment success of youth in the Lawrence Heights community. The program not only works with young people to help them achieve their full potential by getting to school, staying in school, graduating, and moving on to post-secondary programs, but hopes that they will reinvest in their community socially, economically, and professionally.

At this time, Unison is seeking two (2) Youth Program Support Workers for our Pathways to Education Program. In coordination with other members of the Programming team, the Youth Program Support Workers perform administration, outreach and coordination that support the Program delivery.

Organizational Responsibilities

- Participate in team and organization-wide meetings and committees, initiatives and events.
- Develop work goals in conjunction with supervisor, identifying action plans, learning objectives and professional development needs.
- Participate in performance appraisal process including self-evaluation component.
- Adhere to all policies and procedures of the organization.
- Submit encounter data and/or statistics, administrative forms and reports in a timely fashion.
- Orient, supervise and support students and/or volunteers as required.
- Identify, report and debrief on client safety incidents, good catches, occupational health and safety incidents and near misses
- Other duties as required.

Job-Specific Responsibilities

1. Be on site for programming activities and team meetings during the afternoons and evenings.
2. Support security and caretaking routines specific to programming location.
3. Obtain accurate and current contact information for students from their case files, from the Youth Development Workers and/or through community walks/visits and connections with clients.
4. Perform reminder phone calls to students who are scheduled to attend programming.
5. Perform other outreach activities including preparing client mail-outs, designing and preparing flyers, posters and other outreach material and distributing these as necessary.
6. Meet with Youth Development Workers to review security and safety routines at program sites.
7. Support Youth Development Workers in preparing and transporting materials and resources for programming.
8. Open and set up rooms at various programming locations.
9. Set out nametags, volunteer log sheets and resources for programming.

10. Record student attendance and absence patterns in Pathways client management system.
11. Contact absent students to reiterate expectations of attendance.
12. Record volunteer attendance.
13. Distribute snacks to students and volunteers.
14. Ensure admission is restricted to registered students, volunteers and Pathways staff.
15. Collect and store nametags, log sheets and resources securely.
16. Supervise students leaving the building promptly and safely.
17. Ensure rooms are locked and check out with security/caretaking staff.
18. Ensure Youth Program Support Workers /Program Supervisors are up to date on any student, volunteer, program and site issues.
19. Conduct administrative tasks in relation to position responsibilities (record client contacts, update contact information, organize programming supplies, etc.).
20. Participate in other Pathways programming activities where required.
21. Other duties as required.

Accountability

Position is accountable to the Program Supervisor, Pathways to Education.

Qualifications

- excellent organizational and time management skills
- excellent communication skills, especially telephone skills
- proficiency with client management systems and computer processing
- ability to engage with people, especially youth, in proactive and respectful ways
- creative outreach strategies (i.e. designing flyers and program materials)
- ability to pay attention to details and high degree of respect for confidentiality
- effective team player in an interdisciplinary setting
- sensitivity to and knowledge of the needs of a multicultural, multiracial community
- ability to speak a second language, such as Somali, is a significant asset
- an understanding of the strengths and capacities of, as well as the barriers and challenges faced by youth, with a particular focus on factors affecting personal development of students from diverse cultural backgrounds in low-income communities
- understanding of the Pathways to Education concept and program
- experience serving Unison's priority populations (seniors with complex needs, people with mental health and addictions, LGBTTTQ+, and youth facing barriers)
- previous experience in a community-based setting working with youth.
- Evening work is required (4 nights/week) and some weekend work from time to time.

Interested candidates are asked to email a résumé with covering letter by Thursday, August 29, 2019 at 4:00 p.m. to:

Hiring Committee – Youth Program Support Worker
Unison Health and Community Services
hirings@unisonhcs.org

Please cite UN_2019_029 in the subject line of the email

We welcome applications from people who are reflective of the diverse communities we serve, including those who might need accommodation.

Where needed, accommodations for applicants with disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.

Please note that due to the volume of applications, only those applicants selected for interviews will be contacted.