



## Relief Transitional Support Worker – Youth Housing Program

**Are you passionate about working with youth (ages 14-17) and helping them discover their pathway towards adulthood? The Youth Housing Program is looking for Relief Transitional Support Workers to build a casual pool of dedicated individuals who are committed to supporting our youth through challenges they may face. The Youth Transitional Support Worker focuses on building relationships with youth through a non-judgmental, harm reduction, trauma informed and solution focused approach. You will play a key role in building a safe and supportive environment for the youth that promotes collaboration and innovation while ensuring the needs of youth are met.**

Youth Housing Programs (YHP) offers safe, supportive transitional housing for youth experiencing complex barriers such as substance use/misuse/addictions, legal, poverty, traumatic histories, mental health, poverty and homelessness, LGBTQ2S+, and newcomers to Canada and/or refugees, and PSECA concerns. As the Relief Transitional Support Worker (TSW), your primary responsibilities include building relationships with the youth and teaching them valuable life skills that support youths' successful transition to adulthood. The TSW will complete all house related tasks (meal, preparation, cleaning, upkeep) ensuring a safe, clean and supportive home environment for the youth.

**Hours:** Relief Position: 24/7 Operations; Varied shifts including weekdays, weeknights, overnights; must fulfill minimum 1 shift per month.

### Why Join Our Team

- Relief position includes employee assistance support and a flexible work schedule.
- Build relationships and connect people to the work we do.
- Engage with individuals in meaningful opportunities, which positively impact those we serve.
- Be a part of a supportive team, dedicated to professional and personal growth.
- In-house collaborative training opportunities to build knowledge, skills and tools relevant to your role.

### In Your Role You Will

- Build rapport, supervise and encourage youth through one-on-one supports.
- Assist youth to actively participate in their transition plan and monitor their progression.
- Support youth in establishing and maintaining healthy routines and life skills development (household shopping, meal planning, preparation, maintenance, money management etc.).
- Communicate pertinent information and progress of youth to the House Leadership Team through daily case notes, documentation and log book tracking.
- Plan and prepare meals for the following day in cooperation with youth.
- Organize and maintain a clean orderly living environment in order to create a safe and supportive home environment for the youth.
- Re-inforce conflict resolution, positive communication, household respect through positive reinforcement, role modeling, supportive listening, etc.
- Perform room checks and ensure cleaning and perimeter check statistics are met.
- Complete nightly reports involving: operational updates, occupancy tracking and absent from care reporting and Critical Incident Reports (as required).
- Prepare documentation and feedback for program review.
- Comply and adhere to policies and procedures including: internal e4c policies, legislation, bylaws, licensing standards, CARF, Alberta Health, medication administration documentation/procedures etc.
- Attend house meetings, hospital visits and community outings with youth.
- Maintain positive relationships with neighbors, visitors and other community members.

### Education and Certifications

#### Required

- Degree/diploma in Child and Youth Care (CYC), Social Work, Human Services, or related field.
- Police Information Check with Vulnerable Sector Check.
- Child Intervention Check.
- Certifications: Standard First Aid, Suicide Intervention Training, Medication Administration, De-escalation, Harm Reduction, Indigenous Awareness Training, Protection of Sexually Exploited Children's Act, WHIMIS and Food Safety.
- Reliable, registered vehicle, driver's license, a recent driver's abstract and valid insurance including two million dollar liability coverage.



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### Recommended

- FOIP, Mental Health First Aid

### Experience

- 2 years working with marginalized populations (youth experience is an asset).
- Strong interpersonal, non-judgmental, empathetic, flexible and ability to work with initiative and independence.
- Experience working with youth struggling with addictions, poverty, mental health, and trauma.
- Working knowledge and experience with harm reduction, resiliency, trauma -informed and solution focused practice.
- Proficient in MS Outlook, Word, Excel, database applications and computer orientation.

### Competencies

- **Detail Oriented** – Able to focus on the details that matter, checks work, ensures that tasks are completed as required
- **Communication** - The ability to understand and be understood by individuals and groups using appropriate and effective communication tools and techniques. Communicate respectfully with others from diverse backgrounds and from all levels while accommodating differences while using a non-judgmental, empathic, and flexible approach
- **Collaboration** - Work collaboratively with others to achieve group goals and objectives; has positive working relationships with colleagues and partners. Able to build formal and informal professional relationships. Fosters respect and reciprocity with participants/tenants, team members, other e4c personnel, external service providers and community members. Uses an intentional, reflective practice model in work with others
- **Accountability** -Takes personal accountability to deliver the best service by demonstrating best practice behaviors following organizational policy and procedures, CARF standards, OH & S, and Government of Alberta Licensing protocols. Able to define expectations for self and others and to act to fulfill these expectations. Able to self-reflect, monitor and correct one's own actions, as well as others' actions; the ability to demonstrate skills, knowledge and an attitude that enable them to effectively carry out the job and to maintain personal health over time
- **Integrity and Ethical Behavior** – a clear understanding of ethical and business practices, and commitment to upholding organizational values, policies and procedures
- **Service Orientation** – an understanding of clients' needs and strives to meet or exceed client expectations. Seeks ways to improve processes and efficiencies for enhanced service and community relations. Responds to new and innovative ideas in an effort to effectively problem solve for resolution.

### Apply

**When applying, please submit a thoughtful Cover Letter and Resume outlining your interest, experience and hours of availability:**

- Email: [careers@e4calberta.org](mailto:careers@e4calberta.org)
- Website: [www.e4calberta.org](http://www.e4calberta.org)

**At e4c diversity is our strength. We embrace diversity and offer equal opportunities to all qualified applicants. We welcome your application regardless of origin, culture, ethnicity, age, ability, gender identity, sexual orientation or faith.**

**Thank you to all those apply. Only those short-listed will be contacted for an interview.**