



YOUTH CASE WORKER

JOB STATUS:	Employee, Permanent
REPORTS TO:	Program Manager
REMUNERATION:	\$24/hour starting wage
BENEFITS:	3 weeks paid vacation, 10 days paid sick leave, Extended Health Benefits including EAP (available after 3-months), Whistler Blackcomb pass winter and summer, RRSP matching (available after 1 year)
SCHEDULE:	37.5 hour per week: Sunday-Wednesday + 1 Thursday/month
REQUIREMENTS:	Clean criminal record check (incl. vulnerable sector), class 5 driver license, clean driving abstract, commercial car insurance
MILEAGE:	\$0.55/km

JOB SUMMARY:

The support we provide mirrors that of the family unit. The number one role of a Zero Ceiling Youth Case Worker is to foster a nurturing relationship with ZC program participants. The relationships we strive for are characterized by empathy, trust, support, advocacy, reciprocation, and fun. With relationship as the foundation, ZC staff adopt a strength based individualized approach to support. We empower our participants to be self-determining individuals.

QUALIFICATIONS:

- Post-secondary education in Child and Youth Care, Social Work, or related field
- A minimum of 2 years of experience working in social services or relevant lived experience.
- Team oriented, passionate and enjoys meeting and connecting with people.
- Ability to self-motivate, work independently, and organize work and time efficiently.
- Demonstrates a strong understanding of personal and professional boundaries and has strategies in place to support themselves in their own self-care and well-being while helping and supporting other people.
- Ability to navigate various government and social services agency to gather information and support for participants of all ages and needs.
- A high level of written and oral communication skills. Computer proficiency, including word, excel, email & social media.

DUTIES AND RESPONSIBILITIES:

Participant Support:

- Develop relationships of mutual trust and respect with participants
- Provide case management for W2L participants in weekly meetings



- Keep case notes and regularly update case management system (CAMS)
- Using strength-based needs assessment plans (SNAPS) and monthly reports to develop and work towards individualized goals
- Facilitate weekly recreational activities (i.e. snowboarding/biking)
- Provide advocacy for participants in areas including, but not limited to; employment, medical, mental health, conflict with landlords, family justice, government agencies, RCMP/law.
- Coordinate with mental health providers and ZC team to meet complex mental health needs.
- Refer all participants to appropriate community services and programs where needed.
- Provide current information and contacts for participants regarding relevant community resources and agencies.
- Provide transition planning support to ensure graduates have housing, employment, and support at the end of the program.
- Provide in-house support, including: cleaning, chores, conflict resolution, etc.

Workplace support:

As a supportive housing and employment program, we are responsible in ensuring work placements are successful. We do so through clear and direct communication with all parties, expectation setting, skill building, workplace coaching, and advocacy.

In this role you will:

- Be an advocate for W2L participants
- Do weekly check-ins with managers and participants
- Using our Supportive Employment Guide, facilitate monthly workplace meetings with manager and participant
- As needed workplace interventions

General:

- Assist with fundraising events and initiatives
- Negotiate in kind donations and sponsorship for programs
- Represent ZC at public functions and gatherings in the Sea to Sky corridor in order to enhance current relationships.
- Continually conduct outreach to build new community contacts
- Represent ZC with our current partner organizations & agencies
- Conduct activities with integrity and in an open and ethical manner
- Create a working environment of unity, honesty and trust
- Conduct responsibilities in adherence to the spirit of ZC's mission
- Create a positive and dynamic working culture