



Family Support Worker Job Description

Location: YMCA of Cumberland, Amherst, NS

Program: Integrated Youth Services (IYS)

Position Status: Full-time

Compensation: \$55,000-\$65,000K per year

Reports To: Site Manager of Youth Leadership and Development

There is potential inside all of us – we all have it in us to shine.

Every charity exists to help solve a problem – our charity exists to help solve many problems, from childcare shortages, social isolation, mental health issues, access to wellness, and more. Today, our network is spread across 100+ program locations in HRM and the province, meeting the most urgent needs of our communities in mental health supports, accessible childcare, supporting an increasing immigrant population, safe spaces for youth to grow and lead, helping to navigate a precarious labour market, delivering wellness programming for all, and creating community for isolated older adults.

We give people the tools, encouragement, and safe space to discover their inner strength. When they know someone's in their corner, with unconditional support, they realize they can do more than they thought possible. It's your support, expertise, and guidance that helps people ignite their full potential and shape our neighbourhoods into vibrant and healthy communities.

With us at their side, they can Shine On.

As part of your total compensation:

- Receive a complimentary YMCA membership to our Health & Fitness facilities
- Discounts on YMCA childcare and camp programs
- 3 weeks' Vacation entitlement and paid wellness days
- Comprehensive benefits package and pension
- EFAP Program

About the Role:

Integrated Youth Services (IYS) is a dynamic international and pan-Canadian movement that aims to transform how youth access and receive services for substance use, mental health issues, and other key challenges. Operating within a community-led, partnership-based model, Integrated Youth Services-Nova Scotia (IYS-NS) will offer young people and their caregivers a range of in-person and virtual services, programs, and support, in one convenient location. In doing so, IYS-NS sites will provide a coordinated response that puts youth and caregivers at the center.

Reporting to the Site Manager and working under the clinical direction of the site Mental Health & Addiction Clinician, the Family Support Worker provides a relational, empowering, trauma-informed, and equity-focused approach to practice, the Family Support Worker supports and guides families/caregivers as they navigate their youth's wellness journey. The Family Support Worker works collaboratively with caregivers, youth, members of the Integrated Youth Services team, and others, to meet established goals and objectives and support changes to care plans as needed.

In this role, you will:



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Embrace a wholistic approach to youth well-being, informed by the [Pan-Canadian Guiding Principles of IYS](#), the social determinants of health, and the principles of equity, diversity, inclusion, reconciliation, accessibility, and anti-racism (EDIRAA).

Under the clinical supervision of the site MHA clinician, provide the following direct service to caregivers and families:

- Meet with caregivers to assess their needs and options, and to provide information, education, and ongoing support and problem-solving as needed.
- Facilitate referrals to services both internal and external to IYS. Support caregivers and youth to create and maintain connections to relevant services/care providers. Monitor & support their progress.
- Assist caregivers to support young people on their wellness journey and in the successful transition to adult services.
- Assist with case management and crisis intervention.
- Collaborate with IYS colleagues and others to coordinate and integrate service delivery at all levels.
- Lead the development and implementation of caregiver and youth peer support initiatives for the IYS site.
- Plan and facilitate group programming and activities for families/caregivers, including peer support, capacity-building, and other relevant programs.
- In collaboration with the provincial Youth and Caregiver Engagement Coordinator, organize and support the site-based Caregiver Advisory Committee.
- Actively nurture and support formal and informal opportunities for caregiver engagement, peer support, and leadership.
- On an ongoing basis, work with site management and coworkers, IYS coalition member organizations, Youth and Caregiver Advisory Committees, Collaborating Service Providers, and the IYS-NS Provincial Leadership Team, to ensure that the Pan-Canadian Principles of IYS guide all aspects of site operations.
- Take part in relevant committees, working groups, and IYS-NS Communities of Practice.
- Take part in IYS planning, development, team-building, research, evaluation, and quality improvement initiatives (locally, provincially and occasionally nationally).
- Maintain timely and accurate electronic case documentation.
- Take part in regular performance appraisals and employer/IYS-NS training and professional development.
- Act professionally and ethically, following all organizational and IYS-NS policies procedures, applicable legislation and regulations, and professional standards and code(s) of ethics.
- Assist with the reception, welcome, and drop-in functions of the IYS site.

Education and Skills Qualifications:

- Successful completion of an undergraduate degree in social sciences; Family Studies or similar discipline preferred.
- Specialization in mental health and addiction issues preferred.
- Two (2) years of relevant experience required; three (3) to five (5) years preferred.
- Experience providing services directly to parents/caregivers, and experience working with adolescents, required.
- An equivalent combination of education and experience will be considered. Applicants relying on education and experience equivalencies must clearly demonstrate such equivalencies in their application.



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- Demonstrated excellent skills in communication, relationship-building, and conflict resolution, especially with parents and other caregivers.
- Demonstrated good judgment and high levels of interpersonal sensitivity and diplomacy.
- Well-developed knowledge and skill in the areas of equity, diversity, inclusion, reconciliation, accessibility, and anti-racism (EDIRAA) required.
- Demonstrated knowledge of and commitment to trauma-informed care and person-centred care required.
- Demonstrated skill and knowledge in group facilitation, adult education, and program development required.
- Demonstrated knowledge of healthy parent-child attachment, adolescent development, and family dynamics and functioning strongly preferred.
- Demonstrated skill in role modelling, mentoring and parent/caregiver development required.
- Demonstrated ability to work as part of an interdisciplinary team required; previous experience working in an integrated service delivery model preferred.
- Demonstrated ability to take direction, and to work both independently and collaboratively required.
- Demonstrated ability to prioritize workload, be flexible in response to changing demands, and ensure effective organization and time management required.
- Demonstrated ability to maintain timely and accurate client records required.
- Willingness to provide services in person, via text & telephone, and virtually (from the IYS site) required.
- Competencies in other language(s) an asset.
- Preference will be given to candidates who meet the above requirements and also have lived experience as a caregiver supporting youth with mental health challenges and/or addictions.

To Apply:

Please apply online **by January 23, 2025** at administration@cumberland.ymca.ca

Please note that all successful candidates are required to provide:

- Criminal Record Check, Vulnerable Sector Check, and Child Abuse Registry Check (less than 6 months old), if 18 years of age or older
- Attend all required Child Safeguarding Training and undergo all Child Safeguarding Policy requirements in the assigned timeframes
- Valid First Aid and CPR Certificate (or willingness to obtain within 3 months of employment)
- Proof of Naloxone training within the last 12 months (or willingness to obtain within 3 months of employment)
- Current certification in Non-violent Crisis Intervention (or willingness to obtain within 3 months of employ)

Please note, Background checks are reviewed on an individual basis – offenses, if any, are based on role and Child Safeguarding requirements, and may not eliminate candidates from



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employment at our YMCA.

At the YMCA, we are committed to fostering a diverse, inclusive, and equitable workplace where every team member feels valued, respected, and empowered to bring their full, authentic selves to work. We believe that a variety of perspectives, backgrounds, and experiences enrich our YMCA, enabling us to better serve our communities and fulfil our YMCA Purpose. As an equal opportunity employer, we welcome applications from individuals of all backgrounds, including Black, Indigenous, People of Colour, racially diverse, 2SLGBTQIA+ individuals, gender-diverse people, people with diverse abilities, members of ethnic minorities and faith groups, foreign-born residents, and veterans to apply.

If you require accommodation during the hiring process, please inform us in advance to arrange reasonable and appropriate accommodation.

