



Community Outreach Worker Job Description

Location: YMCA of Cumberland, Amherst, NS

Program: Integrated Youth Services (IYS)

Position Status: Full-time

Compensation: \$58,000 - \$75,000 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 clinician direction of the IYS-NS site Mental Health & Addictions (MHA) Clinician, the Community Outreach Worker provides outreach, intake and screening, case management, service navigation, support, and advocacy for youth (ages 12 to 25) who are experiencing challenges related to mental health and addictions. The Community Outreach Worker (COW) employs a relational, empowering, trauma-informed, and equity-focused approach to practice. Working with youth, caregivers, members of the Integrated Youth Services team, and others, the COW leads the collaborative development of youth goals and service plans and supports youth to meet their goals. The COW actively collaborates with IYS site colleagues and multi-sector partners to develop an integrated, youth-centred system of care and supports.



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In this role you will:

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 direction of the site MHA Clinician, provide the following services to youth ages 12 to 25 who present at the IYS site for services:

- Conduct intake and screening related to mental health, addiction and other issues; form a supportive rapport; collaboratively develop a service plan.
- Triage youth presenting with mental health and addiction needs and facilitate access to appropriate services, including urgent and emergency care.
- Provide information on services available within and beyond the IYS-NS site; successfully connect youth and their caregivers with services; monitor and support their progress; advocate for service access as needed.
- Work with site colleagues, the IYS-NS Provincial Leadership Team, youth, and caregivers to ensure supports and services are provided for youth who are wait-listed for clinical and intensive MHA services.
- Provide collaborative case management for assigned youth, working closely with IYS site colleagues and others to integrate service delivery and provide youth with seamless care.
- Facilitate the coordinated transfer and secure attachment of young people to adult services.
- Support youth to be actively engaged in their care plans and treatment, and where possible, to become their own advocates and case managers.
- Ensure client documentation in the IYS-NS data platform (identified in the minimum data set) and other record(s) as relevant; where required, assist youth in entering data into the platform.
- Make use of data to guide care conversations and interventions.
- Maintain timely and accurate client records to enable team communication and coordinated care.
- Lead the collaborative development and implementation of a site youth outreach plan, to proactively engage with youth and young adults who may benefit from IYS but aren't accessing mental health or substance use supports. Use innovative and creative ways to develop a rapport and introduce these young people to IYS.
- Assist the Site Manager in informing the broader community about the IYS-NS model of care and site services/programs.

Education and Skills Qualifications:

- Bachelor of Social Work required.
- Registered or eligible for registration with the Nova Scotia College of Social Workers (NSCSW) required.
- Minimum of two (2) years of social work experience required (3 to 5 years preferred) in one or more of the following areas: intake and assessment, mental health care, addictions services, youth services.
- Demonstrated ability to develop and maintain strong therapeutic relationships with youth/young adults who are struggling with addiction and/or mental health challenges required.
- A high degree of proficiency in mental health and addiction screening and risk assessment, including suicide risk assessment, required.
- Demonstrated well-developed knowledge and skill in the areas of equity, diversity, inclusion, reconciliation, accessibility, and anti-racism (EDIRAA) required.



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- Demonstrated ability to serve youth and families from diverse cultural backgrounds, including African Nova Scotian and Mi'kmaq/indigenous youth, strongly preferred.
- Demonstrated knowledge of and commitment to trauma-informed care and person-centred care required.
- Demonstrated experience and skill in collaborative case management required.
- Demonstrated knowledge of local community resources and skill in navigating service systems required.
- Demonstrated knowledge of brief intervention strategies, solution-focused approaches, motivational interviewing, and client engagement strategies strongly preferred.
- Demonstrated strong verbal and written communication skills and high levels of interpersonal sensitivity and diplomacy required.
- Demonstrated ability to take direction, and to work both independently and collaboratively, required.
- Demonstrated ability to work as part of an interdisciplinary team required; previous experience working in an integrated service delivery model preferred.
- Demonstrated creative problem-solving skills, tenacity, and judgment, especially when confronted with barriers to service access or engagement, strongly preferred.
- Comfortable leading the IYS site team's youth outreach efforts.
- 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.
- Proficient in MS Office computer applications and file management, email programs, and conducting online searches.
- Ability to provide services in person, via text & telephone, and virtually (from the IYS site) required.
- Competencies in other language(s) an asset.

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 employment)

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 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



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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.

