



Springboard's mandate is to build stronger communities by helping youth and adults develop the skills they need to reach their full potential. As a charitable organization, we deliver innovative, professional and diverse programming by establishing partnerships between our clients and their community. Springboard's program areas include community justice, employment and developmental services.

### INTERNAL/EXTERNAL POSTING

**Position Title:** RESIDENTIAL COUNSELLOR  
**Department:** Youth Justice Residences  
**Location:** Terry Fox House  
**Status:** Full-time Permanent  
**Pay:** \$41,559.91 per annum  
**Vacancy Number:** YJR-U19-15

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**Available:** Immediately  
**Hours/Shifts:** Monday to Friday (11:00pm - 7:00am)  
Schedules are subject to change to meet departmental needs

#### Position Summary:

The Youth Justice Residences provide residential services (open custody/detention) and programs for young males aged 12 -17 who are in detention awaiting court or serving a period of custody as prescribed by the Youth Criminal Justice Act. This community based program aims to assist youth in responding to the contributing factors that have led to their involvement in crime and leading to successful reintegration of the youth into the community. The position encompasses the primary functions of client supervision, support, ongoing life skills training, safety and security, crisis management, administrative and clerical duties.

The position involves shift work which entails 7 day, 24 hour coverage - flexibility to work on days, afternoon/evenings and wake overnights, weekdays, weekends and beyond regular shifts as needed. Travel to other locations/communities due to programming is required.

#### Key Responsibilities:

- Group Facilitation - Provide individuals with direction or advice as to a decision or course of action for his daily living activities, including but not limited to: hygiene, budgeting, cooking and preparing meals for youth during the day program, nutrition, social skills and community, and achieving specific goals.
- Support and Counselling - Provide counselling and support to clients within the program and their families. Assist clients in reaching their individual goals, including support/programming and case management.
- Community Outreach/Outings - Oversee and supervise community/recreational outings for individual or group of clients, liaising with community partners and referral sources, escorting youth to appointments via house vehicle and TTC.
- Administrative Duties - Provide clerical/reception and administrative support to the program.
- Health and Safety - Foster a safe and healthy work environment for the residence, the residents and the staff as per policies, procedures and the legislation. Deal with crisis situations that may involve volatile behavior.

#### Required Qualifications:

- Post-Secondary diploma / degree in the Social Services field e.g. Child and Youth Worker, Youth Justice
- Strong knowledge in computer applications, i.e., MS Work, Excel, PowerPoint, Outlook
- Valid First Aid and CPI certifications
- At least one (1) year of recent work experience in the following areas:
  - services/programs for young males aged 12 -17 who are in detention awaiting court or serving a period of custody as prescribed by the Youth Criminal Justice Act
  - working with youth who have been in the criminal system, including experience in conflict management, providing individualized support, and supervising community/recreational outing
  - group facilitation in a community setting, modify, implement, evaluate new and existing programs; crisis intervention/management; client intake, assessment, counselling, conflict resolution
    - use multimedia teaching tools such as Smart Board, Community Learning Hub
- Working knowledge of the Social and Criminal Justice systems.
- Knowledge of relevant counselling practices and effective counselling skills to ensure optimum service for participants
- Knowledge of community resources, both internal and external.
- Working knowledge and skills in using a computer and computer systems (e.g. MS Word)
- Proven group facilitation skills to lead individuals in regards to educational and life skills issues within a classroom setting and in the community.



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- Skills in: counselling, teaching, group and individual facilitation, communication, conflict resolution, mathematics and administrative.
- Assessment skills required for both the delivery of service to participants and daily operational/programming issues, including determination of suitability and risk.
- Program planning skills to implement, evaluate and modify new and existing programs, as needed.
- Effective crisis intervention skills to diffuse confrontational situations. Ability to work well under pressure to ensure minimal interruption in service delivery. Deal with crisis situations that may involve volatile behavior.
- Written/Verbal communication skills in English, to communicate ideas, instructions and information in a clear, concise manner, possessing the ability to adjust to the receivers needs regarding various levels of communication.
- Identify and handle confidential materials as per organizational policies and procedures and legal standards.
- Cognizant of the sensitive nature of all client and staff information that are processed routinely.
- Use of conflict resolution and crisis intervention and/or safe management tools and techniques when dealing with challenging behaviour, community partners and team members and when assisting them in resolving issues.
- Refer to and comply with organizational policies and procedures, e.g., Human Rights in the Workplace, Code of Conduct, AODA Customer Service Standards, and CBA. Use of Outlook Calendar in organizing and coordinating activities.
- Demonstrated use of core competencies in:
  - **Service Delivery Judgment** - understands the program processes; thinks through when to make process changes and come up with ideas that improve service delivery.
  - **Attention to Quality** - pay attention to their quality of work on which they depend on and plan activities carefully and notice gaps and correct them without having to be told.
- Valid Driver's License

**Preferred Qualifications:**

- Knowledge of the criminal justice system (including Youth Criminal Justice, and Child and Family Service Acts) and social service agencies is an asset.
- Ability to communicate in French, verbally and in written form.

**Posting Date:** January 30, 2019

**To Apply:**

To be considered for employment at Springboard, applicants must be willing to undergo a police clearance/VSS, occupational medical assessment and provide both references and documentation of their credentials. **Please apply on line through [careers@springboardservices.ca](mailto:careers@springboardservices.ca).** To be considered you must include the vacancy number in the subject line of your email while applying.

**Deadline for Internal applicants:** February 6, 2019 at 4:00 pm. **Please provide a Resume and a duly completed Application for Internal Transfer form (as applicable).**

**Deadline for External applicants:** February 6, 2019 at 4:00 pm.

**Resumes received after the above-stated deadline/s will be considered at the discretion of the hiring supervisor. No phone calls please. Only persons selected for an interview will be contacted. Thank you for applying.**

Springboard is committed to employment equity and fair and accessible employment practices. Applications are encouraged from those who reflect the diversity of our community. Accommodations will be provided for job applicant with disabilities, where needed and on request, to support their participation in all aspects of the recruitment process providing the applicant has met the bona-fide requirements for the vacant position.