



springboard  
CONNECT. INSPIRE. ACHIEVE.

## ABOUT US

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, developmental services, youth justice, Weed out The Risk and The Community Learning HUB.

## WHO WE ARE

**People are at the centre of everything we do.** We foster opportunities for skills development, personal growth and social interaction. We also actively promote work/life balance and mental health supports. We foster communication across the agency, from our Town Halls to our quarterly Springboard orientations. We are a learning organization and our people have the opportunity to provide feedback into all areas of the organization.

We have an active Employee Engagement Committee that focuses on connecting staff through communication, a rewards and recognition program, career development initiatives and of course, social and team building opportunities. Springboard offers a comprehensive benefits package for full time, permanent staff and, for all permanent positions, a pension plan that helps support our people in all aspects of their lives.

## Internal / External Job Post

# Residential Counsellor YJR-U21-94

### THE OPPORTUNITY

- Job Class ♦ Union
- Department ♦ Youth Justice Residence (YJR)
- Location ♦ Toronto, ON
- Status ♦ Relief, permanent
- Pay Rate ♦ \$19.23
- Vacancy Number ♦ YJR-U21-94
  
- Available ♦ Immediately
- Hours/Shifts ♦ Must have flexibility to work Monday-Sunday days/evenings/nights as required. Schedules are subject to change to meet departmental needs.

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.

The Youth Justice Residence provides residential services (open custody/detention) and programs for 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 lead 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 and administrative and clerical duties.

### WAYS YOU CAN CONTRIBUTE

- **Group Facilitation** – Provide individuals with direction or advice as to a decision or course of action for their daily living activities including but not limited to; hygiene, budgeting, cooking and preparing meals during the day program, nutrition, social skills and community, and achieving specific goals.
- **Support and Counselling** – Provide counselling and support for clients within the program and for 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 individuals or groups of clients, liaise 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 residents and staff as per policies, procedures and legislation. Deal with crisis situations that may involve volatile behavior.

## WHO YOU ARE

- 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 Word, 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 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 outings
  - 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 and community resources, both internal and external
- Knowledge of relevant counselling practices and effective counselling skills to ensure optimal service for participants
- Adept at use a computer and computer systems, e.g. MS Word Suite
- Proven group facilitation skills to lead individuals in gaining education and life skills within a classroom setting and in the community.
- Skills in: counselling, teaching, group and individual facilitation, communication, conflict resolution, mathematics and administrative tasks.
- Assessment skills 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.
- Excellent, written and 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.

## APPLY

Thank you for your interest in working with Springboard.

Completion of satisfactory, professional references, background checks, and proof of education are requirements of employment.

**The Deadline for Applications is October 14, 2021 at 4:00 pm.** Please submit your cover letter and resume in a single document. You must also include the vacancy number in the subject line of your email when applying to [careers@springboardservices.ca](mailto:careers@springboardservices.ca).

Resumes received after the application deadline will be considered at the discretion of the hiring supervisor. **No phone calls please. Only those selected for an interview will be contacted.**

*We value the unique skills and experiences each individual brings to the organization and we are committed to creating and maintaining an inclusive and accessible environment for everyone. Applications are encouraged from those who reflect the diversity of our community and we will work with you to provide a positive recruitment experience. Please let us know if you require accommodation during the recruitment and selection process.*