



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 YTR-U21-88_R

THE OPPORTUNITY

- Job Class** ♦ Union
- Department** ♦ Youth Transitional Residence
- Location** ♦ Toronto, ON Seeds of Change
- Status** ♦ Full-Time Permanent
- Pay Rate** ♦ \$44,116.67 per annum
- Vacancy Number** ♦ YTR-U21-88_R
- Available** ♦ Immediately
- Hours/Shifts** ♦ Tuesday to Friday 3pm to 11pm
Saturday 12pm to 8pm

Springboard's Youth Transitional Residence is a 6 bed housing program designed to support healing and reduce the longer-term impacts of trauma for young cis- and trans-women and girls aged 12-17 who are at-risk of being or have been sexually trafficked and exploited, experiencing trauma and violence in their lives. We serve a vulnerable population that is likely to have child welfare involvement with an intent to return children to families, where appropriate and/or support independent reintegration to the community. It is expected that the youth we support will stay for an average of 18 months. We envision a space that is caring, inclusive, and therapeutic – a place that people can call home.

Reporting to the Residential Supervisor, the Residential Counsellor will be part of the Residential team, and will be responsible for direct implementation of the agency's philosophy, mission statement and policies as they pertain to residential care. Assisting with specialized day to day care and support and guidance to the youth residing in the residence.

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

WAYS YOU CAN CONTRIBUTE

- Foster a safe and healthy work environment for the residence, the residents and the staff as per policies, procedures and the legislation.
- Work with the Social Worker and other management in supporting the youth's case management plan.
- Provide support and guidance to clients within the program and their families. Assist clients in reaching their individual goals, including support/programming and case management plans.
- Supports the development of life skills through group activity and individualized sessions, 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.
- 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.
- Work collaboratively with external agencies such as CAS, Toronto Police Services, other social service agencies
- Crisis intervention in situations of physical confrontation, medical and psychiatric emergencies, and for youth who have recently experienced trauma.
- Provide administrative, intake and reception function; monitoring residence to ensure safety.
- Management of external environment; by supervisor's request completing building checks and searches.
- Acting as caregiver; assisting youth with daily routines and laundry; chores and household cleaning, supervising them throughout the building, escorting them within the community.
- Packing up youth's belongings after discharge, ensuring it is properly labelled and stored to prevent any loss of items.
- Assisting in training of new staff.
- Maintaining client files, intakes, discharges, case summaries, completion of all necessary forms pertinent to youths' plans.
- To work and maintain the safety and security of the House for 6 youth and staff.
- Identify and handle confidential materials as per organizational policies and procedures and legal standards.
- May have to work around animals (used for therapy)

WHO YOU ARE

- College or university degree or diploma in child and youth work or equivalent.
- Minimum 2 years' experience working with youth who have experienced trauma in their lives
- Knowledge of adolescent developmental theory and specific issues related to youth who have experienced trauma
- Knowledge of trauma informed practices and needs of this specialized population of youth
- Working knowledge of Resiliency theory and Stages of Change
- CPI, First Aid, CPR and Naloxone training
- Basic computer skills an asset. Able to use Outlook Calendar to organize and coordinate activities.
- Ability to identify, assess and intervene differentially with youth in crisis.
- Excellent verbal and written communication skills.
- Knowledge of community resources.
- Proven group facilitation skills to lead individuals in regards to educational and life skills issues within a classroom setting and in the community.
- 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. Verbally de-escalate crisis situations that may involve volatile behavior.
- Ability to work well under pressure to ensure minimal interruption in service delivery.
- Refer to and comply with organizational policies and procedures,
- 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
- Ability to climb 3 flights of stairs with approximately 40 steps

Preferred Qualifications

- 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 8, 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.

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.