

Youth Wellness Hub Niagara (YWHN)

Position: Youth Navigator/Administrative Co-ordinator

The YWHN, a partnership involving the Fort Erie Native Friendship Centre, the Centre de santé communautaire Hamilton/Niagara, the John Howard Society of Niagara, and Contact Niagara for Children's and Developmental Services are looking for a qualified candidate to fill the following job opening:

Position: Youth Navigator/Administrative Co-ordinator (for 37.5 hours per week); supporting the project manager and youth (12-25 years), with a particular focus on the needs of Indigenous & Francophone youth

(Position requires job responsibilities to be completed remotely, as well as face to face as supported by public health advice, across municipalities at locations in Niagara South, including Welland and Fort Erie, as well as St. Catharines).

Responsible To: Contact Niagara for Children's and Developmental Services

Posting End Period: August 28, 2020

Start Date: ASAP

Salary: \$23.25 per hour, plus benefits

Background:

Youth Wellness Hubs Ontario (YWHO) aims to bring the right services to youth and their families at the right time and in the right place. YWHO is improving Ontario's mental health and addiction services for youth and their families by providing rapid access to mental health and substance use services with walk-in, low-barrier services and clear pathways to service. In May of 2018, 10 communities across Ontario, including Niagara, were selected to become YWHO pilot sites. Currently, the YWHN offers a variety of services and supports to youth in the Niagara Region. YWHN services are co-located in three locations: the Centre de santé communautaire Hamilton/Niagara (Welland site), John Howard Society of Niagara (Welland site), and the Fort Erie Native Friendship Centre (Fort Erie).

Position Summary:

Under the direction of the YWHN Project Manager at Contact Niagara, the Youth Navigator/Administrative Co-ordinator will assume an integral role in the ongoing development and operations of the YWHN. The Youth Navigator/Administrative Co-ordinator will bring a youth perspective, utilize youth and family engagement strategies, and provide direction, assistance and guidance on all youth programming associated with the Hub.

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Support will be provided to the Youth Navigator/Administrative Co-ordinator via supervision from the YWHN team at Contact Niagara, and with support from partners at the three site locations.

Main Responsibilities:

- Work collaboratively with YWHN partners to ensure seamless service provision for youth, and to ensure that youth are connected to the right service(s) at the right time based on their needs and preference (on-going service navigation role);
- Support service delivery partners from across Niagara to deliver services virtually and at the YWHN sites, including co-delivering programming, promotion, youth engagement, and outreach with youth, families and the community;
- Play a lead role in the on-going marketing and promotion of the YWHN. This may include developing and administering social media campaigns, networking with youth and service providers, and running promotional events;
- Bring a youth perspective and voice to the development, delivery and evaluation of YWHN;
- Take part in YWHN planning meetings as needed (including Core Hub Sites Planning Table, Implementation Committee, Youth Advisory Committee, and Family Advisory Committee);
- Provide support as needed to develop key processes and procedures for the Hub sites, including intake, data collection and program evaluation measures; the Youth Navigator/Administrative Co-ordinator will keep accurate and timely client contact records in accordance with program requirements;
- Work collaboratively with other Youth Navigators involved with YWHN, as well as Backbone Partners involved with YWHO: Centre for Addiction and Mental Health (CAMH) – Provincial System Support Program (PSSP) and the Centre of Excellence.

Minimum Qualifications:

- Education – Candidates must be currently enrolled in or have completed a post-secondary related program.

Necessary skills and Experience:

- 1 – 3 years experience working directly with youth populations;
- Demonstrated experience in recognizing and understanding the unique barriers to accessing services Indigenous, Francophone or otherwise marginalized people face, and experience in supporting these populations in a culturally safe and competent manner
- A high degree of flexibility and demonstrated ability to re-prioritize tasks based on project need;
- Ability to work as part of a team, as well as demonstrated ability to take initiative and work independently;
- A strong collaborative approach and interpersonal skills, and ability to build and maintain relationships with youth, community partners, and project stakeholders;
- Excellent communication skills, both verbal and written;
- Knowledge of crisis intervention techniques;

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- Experience in committee work, with potential to Chair meetings;
- Experience in program planning and evaluation is an asset;
- Training and/or experience in conflict resolution is an asset;
- Knowledge of youth engagement principles and practices is an asset;
- Facilitation experience is an asset;
- Understanding of peer support/peer mentorship is an asset.

Special consideration will be given to candidates with:

- Knowledge of Indigenous and non-Indigenous organizations in the Niagara area that support youth in reaching their short and long term goals; an understanding of, and commitment to, addressing the needs, barriers, and goals of Indigenous Youth; familiarity with Indigenous traditional teachings; ability to assess Indigenous Youth needs in an urban/rural setting. Preference will be given to candidates with direct experience with Indigenous services;
- Bilingual (French and English) with a thorough knowledge of existing Francophone services, agencies, and networks in the community; sound knowledge of the needs of the Francophone community and the unique barriers to health care and other social service supports faced by this community.

Position Requirements:

- Valid driver's license and access to a vehicle;
- Required to work flexible hours, including evenings and weekends;
- CPR certified, or willingness to be certified;
- Vulnerable Sector Check (CPIC);
- Willingness to travel (if required) – within Niagara, with some potential travel in Ontario.

If you are interested in applying for this position, please forward your resume and a cover letter to:

Contact Niagara for Children's and Developmental Services
23 Hannover Drive, Unit 8
St. Catharines ON L2W 1A3
Attention: Thomas Coyne, YWHN Project Manager
niagararegion@youthhubs.ca

Contact Niagara is an equal opportunity employer. In accordance with AODA (Accessibility for Ontarians with Disabilities Act, 2005), Contact Niagara will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If you require disability related accommodations, please inform the Project Manager. We thank all applicants for their interest; however only those selected for an interview will be contacted.