

Youth Outreach Worker, Long-Term Direct Support

Location: YMCA Youth Intervention Services, Hamilton, ON

Position Type: Full- Time Salaried; 12-month Contract; 35 hours per week with benefits and complimentary YMCA membership

Salary Grade: Grade 3

Salary Range: \$50,000 annually, commensurate with experience

Anticipated Start Date: November 2025

Position Overview:

The Youth Outreach Worker will support the YMCA Back On Track Program through assistance with direct program support of the Back On Track program and by providing long-term direct youth support and case management to students after they have completed the Back On Track Program.

The YMCA Back On Track Program works in partnership with local schools to offer support to students an early intervention program for teens 12-17 who have acquired short-term suspensions (3-5 days). Through academic support, goal setting and workshops focused positive skill building, the Back On Track program is intended to reduce future suspensions and disciplinary sanctions by offering participants an opportunity to transform their time away from school into a positive experience and an opportunity for social skill development.

Since the Back On Track program is only 3-5 days in length, it has been evidenced that many of these students struggle with challenges beyond which the 5-day model can provide. In some cases, youth still have challenges with peers, social skills, positive decision making, family issues that can't be appropriately supported when in a short-term program. As such, this position will provide continued support following the Back On Track program to those students who require more support. This position will also provide support to the schools as a safety net for other students, who may have significant behaviour and emotional needs that may be outside of existing programming.

What You'll Do:

- Implement strong youthwork approach informed by program and participants' objectives
- Intervene with elementary (grades 6-8) and secondary (grades 9-10) school students on an individual basis and in a group setting
- Facilitates daily group workshops on social or behavioural issues (e.g. anger management, self-esteem, responsible self, bullying, impulsivity, etc.)
- Possess a strong understanding of youth facing and having diagnosed disorders (e.g. ODD, ADHD, FASD, ASD) that requires a youth worker to have coping strategies to assist in working through problematic behaviors (e.g. disruptive behaviours, physical violence, verbal abuse, maladaptive sexual behaviours, substance misuse and abuse, apathy and lack of motivation, theft and bullying)
- Remain calm during emotionally charged situations and able to de-escalate potential conflicts between youth participants and intervene if necessary
- Take initiative, solve problems and work with limited supervision
- Build respectful boundaries with students, parents/guardians and school personnel
- Effectively manage case files and data entry into the program's database
- Supervise and support students with assigned schoolwork.

- Maintain strong partnerships with the principals and vice principals of partnering schools
- Supports individual youth with establishing and strengthening school connections
- Provide case management support and follow up with students for ongoing support and referrals to community services
- Communicate regularly with participants' parents/guardians throughout the program and follow-up processes
- Foster communication and linkages with community agencies/organizations to improve access and mitigate barriers to services
- Assists in compiling draft annual reports and provides statistics on program results at the end of the school year, and/or as required
- Ensure that YMCA Child & Youth policies are implemented
- Be responsible for the health and safety of participants
- Meet monthly statistical requirements and maintain records on all activities performed
- Completes other general administrative duties

What You'll bring:

- Post-Secondary Education related to psychology, counseling, child & youth development and/or related experience
- At least 2 -3 years' experience in youth intervention; working with young people who present behavioural issues, concerns and challenges (12-17 years of age)
- Minimum of 2 years' experience conducting intakes and assessments
- Strong facilitation skills on sensitive topics relevant to behavioural and social determinants (e.g. bullying, substance use, consent and healthy relationships, stress / mental health, etc.)
- Demonstrated proficiency in ability to write and speak fluently in English
- Demonstrated ability to build positive relationships with youth
- Ability to work in an efficient and effective manner both independently and as part of a team
- Experience working with participants of various cultural and racial backgrounds
- Must provide a current Vulnerable Sector Check as per the Associations Policy
- Must be able to work in person, YMCA base locations will be split between two Hamilton sites, the community and Hamilton schools
- 5 days a week – Monday to Friday, 8:30am-4:30pm
- Access to reliable personal transportation to travel throughout Hamilton/Burlington/Brantford areas

All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton|Burlington|Brantford with a current and satisfactory Police Records Check. Positions responsible for the direct supervision of children and/or vulnerable persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire. Police Records Checks are reviewed on an individual basis, and the offence(s), if any, is considered in the decision-making process in relation to the requirement of working with children; therefore, not eliminating all candidates with a record from being offered a position.

Ready to Make a Difference?

The YMCA is a charity that ignites the potential in people. #YSavesLives starts with building a strong community. If you're passionate about creating a vibrant and healthy community where everyone thrives, we want to hear from you!

Interested in applying? Please submit your resume to: Kim Horan, General Manager via email kim.horan@ymcahbb.ca by **November 21, 2025**.