

Are you passionate about working with youth and their families, while making a difference in community?

Purpose:

Alexandra Neighbourhood House is seeking a dedicated, experienced **Youth Services Navigator (YSN)** to join our team. This is a 35 hour/week position serving the South Surrey/White Rock area.

The Youth Services Navigator will be responsible for developing and implementing the integrated youth services project, working collaboratively with the Alexandra NH Youth & Family team and under the general direction of Client Services Director.

The YSN will engage with youth and their families to reduce barriers to accessing services and programs that contribute to a youth's overall wellness. The YSN will take a trauma informed, anti-oppressive, and strengths-based approach to bridging the gap between services for youth in South Surrey/White Rock, as well as a lead role engaging local community organizations to work collaboratively in order to streamline access to services and supports for youth.

Key Duties and Responsibilities:

Client Services

- Collaborate with youth in assessing individual needs, identifying strengths as well as barriers and creating plans with youth to address their needs.
- Provide youth and their families with culturally appropriate support to navigating mental health and substance use resources and services locally, and within Metro-Vancouver.
- In consultation with Client Services Director, develop and oversee intake and referral process, and serve as point of contact for youth and their families navigating complex systems.
- Screen intakes when required, including referrals to crisis supports.
- Provide interim brief service and case management support, incl. calling/coordinating case conferences with youth and their families.
- Support the coordination of Triage, and provide support to clients to access interim services.
- Attend Vine Youth Clinic with clients as needed.
- Develop and facilitate group and peer to peer program supports incl. life skills, parent education, and/or peer support groups.
- Provide education, support, and guidance to youth and their families while connecting to community resources, providing brief counselling and wrap around support.
- Advocate for youth and their families as required.

Program Management and Coordination

- Assess the community and organizational needs and assets, establishing program goals and objectives with inputs from the community, the Program Director and/or Executive Director.
- Organize resources, including human, financial and other resources in order to achieve goals and outcomes of the program.
- Monitor and ensure the objectives and outcomes of the program(s) meet expectations.
- Write program reports, collect statistics and keep other program related documentation.

- Communicate and promote program(s) information both internally and externally, develop materials for promotion as required.
- Build, develop and maintain effective relationships with all stakeholders of the program incl. but not limited to the Alex NH Y&F team, Vine Youth Clinic, MCFD incl. Child Youth Mental Health, School District incl. Triage and other community stakeholders.
- Develop and prepare funding proposals for the program(s), identify new funding opportunities.

Community Development

- Take a decolonized lens while working with community, building wider understanding of the impacts of colonization.
- Work collaboratively with community partners to determine and address gaps in services for youth and their families. These will include – mental health and substance use services as well as housing, food, education, employment, other life skills services, and more.
- Act as an advocate for youth at wider community meetings.
- Deliver education programs for community to reduce barriers/stigma and to build understanding.
- Design and develop prevention and intervention programs to meet community needs in collaboration with other Alex NH Managers.
- Represent Alex NH committees and advocacy groups in the community in related areas.
- Actively engage the community in the development of responsive programming, and engage in decision making around community needs.
- Conduct social research as required.
- Oversee recruiting, hiring, orienting, coaching, and terminating volunteers incl. practicum students in the delivery of programs incl. screening, crim checks, and supervision.

Knowledge, Skills, and Abilities:

- Direct experience in providing one-to-one support and groups for youth and parents.
- Demonstrated ability to establish rapport and effectively engage with youth and families with diverse needs and experiences.
- Knowledge and experience in trauma-informed practice, harm reduction, mental health, substance use and various systems, including government care.
- Demonstrated conflict resolution and problem-solving skills.
- Ability to communicate professionally, both verbally and in writing.
- Ability to maintain professional boundaries and comply with service standards.
- Knowledge of community resources, integrated case management and group facilitation skills are an asset.

Qualifications:

- Understanding of Cultural Safety and Cultural Humility, and approaching the work through a decolonized lens.
- MSW or MA in related field incl. social work, substance use counseling, youth work (or combined education and experience). Minimum RN/BSW/BA with proven direct experience/training related to delivering crisis services.
- Experience counselling youth and/or families with equivalent training.
- Experience working with youth and families with mental health, substance use issues, and developing and delivering group and/or 1-1 supports for marginalized youth.
- Minimum 5 years experience in a leadership/coordination role.
- Successful completion of a criminal record check (vulnerable sector)

Salary: ANHBC Salary Grid Band 9, \$26.87 to \$31.76/hour, subject to experience.

Application details:

Send a cover letter and current resume by email to hr@alexhouse.net or apply on Indeed.ca

The posting will remain open until the position is filled.

Alexandra Neighbourhood House/ ANHBC is committed to protecting the health and safety of its employees and the community. Subject to legal exemptions, proof of COVID-19 vaccination status will be required for this role prior to starting employment.

*ANHBC/Alexandra Neighbourhood House is an equal opportunity employer.
We place a high value on diversity, and encourage qualified individuals from all backgrounds and identities to consider applying for the position.
We thank and acknowledge all applicants.*