

 <p><b>Algoma Family Services</b> SERVICES AUX FAMILLES D'ALGOMA</p>	Job Description #	9403
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	<b>YOUTH STREET OUTREACH WORKER</b>	
	Date Issued:	December 2025
	Date Revised:	
<b><u>JOB DESCRIPTION</u></b>	<b>Job Description Approval</b>  <b>Chief Executive Officer</b>	
<b>Youth Street Outreach Worker</b>		

**POSITION TITLE:**

Youth Street Outreach Worker

**REPORTING TO:**

Supervisor, Community Services

**WORKPLACE:**

Algoma Youth Wellness Hub / HART Hub

**WORKTYPE:**

In-person

**JOB SUMMARY:**

Reporting to the Supervisor, Community Services, the Youth Street Outreach Worker supports youth experiencing homelessness, mental health, or addiction challenges. This role focuses on direct outreach at mobile locations, encampments, and other frequented sites, providing basic needs support and facilitating access to appropriate services and connections. The Worker is accessible for immediate referrals from partner agencies and other community organizations supporting homeless youth. The position emphasizes establishing initial contact, building trust, and connecting youth to first-step and next-step supports, particularly those addressing mental health and addiction challenges. The Worker also provides information and access to programs within Algoma that support withdrawal management, addictions treatment, and aftercare services. This position blends direct support, advocacy, and outreach, and is integral to a collaborative, interdisciplinary team serving both the Algoma Youth Wellness Hub (AYWH) and the HART Hub.

The Algoma Youth Wellness Hub (AYWH) is a community-based center offering integrated supports and services for youth, with a focus on mental health, addictions, primary care, employment, housing, and well-being.

The HART Hub (Housing, Addiction, Recovery, Trauma, and Support) is a community-driven initiative responding to homelessness, addiction, and mental health challenges in Sault Ste. Marie. It provides a centralized and inclusive space that integrates health, housing, and social services to reduce barriers and improve outcomes for marginalized youth and the broader community.

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The Youth Street Outreach Worker will work closely with both hubs and community partners to deliver holistic, trauma-informed, and culturally competent support to youth in need.

## **QUALIFICATIONS:**

- Child and Youth Care or Social Services Worker Diploma with two (2) years' experience or the equivalent combination of relevant education and experience.
- Experience working with and creating positive relationships for high-risk and marginalized youth 16 to 25 years of age using an anti-oppressive, inclusionary, and strength-based approach, specifically with 2SLGBTQIA+, Indigenous and racialized youth.
- Possess a caring, kind, and empathic approach in the engagement of youth and their families in a manner that is consistent with the AFS vision and organizational values.
- Certification/Training in the following areas is preferred:
  - Crisis intervention and prevention.
  - First-aid and CPR certification.
  - Applied suicide intervention (ASIST)
  - Cultural competency
  - Naloxone administration
- Understanding of mental health, addictions, and housing services.
- Advanced knowledge of and ability to apply behavioural management approaches in a manner that promotes the youth's development of self-esteem, self-confidence, and self-worth.
- A solid understanding of the effects of abuse and neglect, separation and attachment, grief and loss, on child development.
- Demonstrate an understanding of age and developmentally appropriate behaviour for youth in the home, school, and community.
- Experience working with neuro-diverse youth (for example, ASD or FASD diagnosis)
- Ability to provide life and social skill-building training to the youth.
- Knowledge of Indigenous peoples, cultures, and healing practices.
- Understanding of mental health, addictions, and housing services.
- Ability to work both independently and as part of a multi-disciplinary team, participate in supervision, incorporate constructive feedback, attend meetings, and complete assigned paperwork with accuracy and on-time.
- Knowledge of regulations required under the legislation, such as the:
  - Accessibility Ontario Disability Act
  - Child, Youth, and Family Services Act

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- Education Act
- Mental Health Act
- Youth Criminal Justice Act
- Personal Health Information Protection Act
- Ability to develop and maintain professional working relationships with caregivers, colleagues, consultants, referral sources, service providers and education personnel.
- Proficiency with computers, specifically software, such as: Microsoft Word, Outlook, Excel, Teams, and PowerPoint, as well as, client information management systems.
- Ability to provide services in both official languages (English/French) is an asset.
- Possession of a valid Ontario Class “G” Driver’s License, ability to travel, and use of a personal vehicle.
- Availability to work flexible hours, including evenings and weekends, and on-call if required.
- Must provide a clear Criminal Records Check, including Broader Sector Check.
- Fully immunized, including the COVID-19 vaccinations.

## **DUTIES AND RESPONSIBILITIES:**

### **Privacy and Confidentiality**

1. Maintain the confidentiality and privacy of clients, staff, and their information at all times as per agency policies and procedures, and related legislation as a Health Information Custodian.
  - Obtain consents for the acquisition and release of client information as required.
  - Inform the Supervisor of any breaches of confidentiality ASAP.

### **Youth Assessment and Housing Support**

2. Develop action plans for securing and maintaining support services, including referrals to community agencies.
3. Provide a safe, welcoming, inclusive, stable, and nurturing relationship that promotes behavioural change and growth through the incorporation of traditional Indigenous approaches to well-being blended with western scientific approaches.
  - This includes awareness of the youth’s culture, beliefs, family traditions and norms.
  - Being trauma-informed in the recognition that a youth’s acting out or acting in behaviour is often a manifestation of unattended trauma, hurt, and pain often caused by adults they trusted.
  - Inclusion of the youth’s culture, community, and informal circle of support in the care of the youth.

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4. Inform the initial assessment and subsequent plan of service, through observation and engagement of the youth, documentation of the youth's behaviour, attitude, response to the program, interactions with peers, staff, and family, dietary, hygiene, and response to the program
  - Complete activity documentation, that includes:
    - i. reporting of the youth's day-to-day activities,
    - ii. youth's response to the elements of the plan of care, and
    - iii. incident and serious occurrence reports, as required.
5. Conduct risk assessments, including suicide risk, and ensure safety.
6. Support youth in navigating the service system.
7. Work directly with the youth and in collaboration with the Youth Housing Outreach Worker to facilitate the transition to housing, and to and from the hub, including but not limited to assisting in transportation, purchasing of personal items, and addressing food security.
8. Plan and facilitate social/learning activities to support the physical, social and emotional development and well-being of the youth.
9. Utilizing a strength-based, solution-focused, client-centred, and trauma-informed approach within the context of anti-oppressive practice, provide interventions to:
  - avert and address crisis and self-harm,
  - promote positive interactions between youth and their families, as well as, significant others,
  - assist the youth in the identification of life challenges and alternative solutions, and
  - teach problem solving and deliberate decision making,
  - support the youth's service plans and goals,
  - ensure goals are understood and reflected in daily routines,
  - role model respect and empathy, and
  - earn and practice new skills.
10. Respond to enquiries from youth, communicating information and resolving problems.
11. Report any suspected abuse or neglect of a youth receiving service as required by legislation within the specified timelines, as per the regulations.

## **Outreach and Service Engagement**

12. Attend mobile locations, encampments, and frequented sites to provide basic needs support and appropriate services, including shifts on the Community Wellness Bus.
13. Be accessible for immediate referrals from partner agencies and other community agencies supporting homeless youth.
14. Establish initial contact with homeless youth and connect them to first-step/next-step supports for mental health and addiction challenges.
15. Provide access and information about programs within Algoma, supporting withdrawal management, addictions treatment, and aftercare services.
16. Deliver crisis outreach and referrals as needed.

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17. Collaborate with AYWH and HART Hub teams, community partners and service providers.
18. Deliver crisis outreach and referrals.

## **Case Management and Monitoring**

19. Monitor youth progress in service participation.
23. Transport youth to services if required or arrange transportation to services.
24. Assist and support youth with service referrals and attending to their basic needs.
25. Document case notes, appointments, and outcomes in agency systems.

## **Program Development and Delivery**

26. Develop and deliver workshops and programming focused on housing, life skills, and well-being.
27. Support youth in accessing clinical supports and community resources.
28. Participate in team meetings, program evaluation, and agency events.

## **Advocacy and Community Relations**

30. Advocate for youth within the community and challenge stigma/discrimination.
31. Provide educational presentations and promote agency values.
32. Engage in strategic planning and quality improvement activities.

## **Legislation and Compliance**

33. Ensure compliance with all relevant legislation and agency policies.
34. Maintain professional boundaries and adhere to ethical standards.

## **External Relationships**

35. Consult with other professionals to exchange information to assist with the youth assessment and planning purposes.
36. Develop, nurture and maintain supportive working relationships with the youth's families, friends, supervisors, team members, and community service providers.
37. Help coordinate internal and external services on behalf of the client and family.
38. Volunteer and participate in internal and external committees, sharing information, identifying goals and engaging in collaborative problem solving.
39. Contribute to the program evaluation and service planning.
40. Provide in-service training to team members and other staff regarding field of expertise.
41. Attend training related to the live-in treatment services, including CPI, ASIST, First Aid, and evidence-informed practices.
42. Participate in the orientation and training of new staff, students and volunteers.

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## **Administration**

43. Follow procedures for the use and monitoring of petty cash.
44. Attend All Staff meetings.
45. Complete Dayforce (timesheet) entries as specified.
46. Comply with agency policies and procedures.

## **Health & Safety**

47. Contribute and lead in the culture of safety and prevention of adverse health events for all in the organization.
48. Adhere to health and safety policies and procedures.
49. Transport the client safely to appointments or activities, as required.
  - Ensure circle checks of the vehicle prior to departure.
  - Maintain vehicle travel log.
  - Report any issues with the vehicle to the Supervisor.
50. Conduct safety checks of the youths' shelter to ensure it is safe.
  - Support youth in maintaining their safety through arranging temporary or more permanent shelter, food security, and hygiene.
51. Ensure the security of the hubs and safety of staff, volunteers, and guests by following agency standards.
52. Practice safe food handling and preparation.
53. Use personal protective equipment (PPE) and follow safety protocols when handling hazardous materials.
54. Ensure compliance with safety regulations and guidelines to minimize risk.
55. Report suspected abuse or neglect as required by legislation within specified timelines.

## **Performance**

56. Achieve the defined organizational performance benchmarks for the position that reflect agency and provincial expectations.
57. Participate in supervision at least once a month.
58. Take initiative in developing a personal professional development plan.
59. Support the AFS vision, mission, values, and strategic priorities.

## **Other**

60. Assume other responsibilities as may be assigned from time-to-time by the Supervisor.

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## **FUNCTIONAL ABILITIES**

- **Physical Demands:**
  - The job entails lifting (up to 50 lbs) and moving objects, reaching, bending, and kneeling.
  - Perform repetitive tasks such as data entry.
  - Some outdoor work in various weather conditions, including extreme heat, cold, and precipitation.
  - Handle and operate equipment and tools related to program activities such as cooking and crafts.
  - Potential to exert self physically in the management of acting out clients if required.
- **Mental Demands:**
  - Exposure to acting out behaviour by clients, including verbal and physical threats.
  - Requires periods of focused concentration to ensure tasks are completed accurately and efficiently.
  - Ability to manage multiple tasks and prioritize work effectively.
  - Maintain attention to detail while performing tasks.
- **Exposure to Hazardous Materials:**
  - Exposure to potential hazardous materials, including cleaning chemicals and bio-hazards.
  - Follow safety protocols and use personal protective equipment (PPE) when handling hazardous materials.
  - Ensure compliance with safety regulations and guidelines to minimize risk.

## **Acknowledgement**

I have read and understood the responsibilities and requirements of the Youth Street Outreach Worker position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_