



# Algoma Family Services

SERVICES AUX FAMILLES D'ALGOMA

Job Description #	9406
<b>JD SECTION</b>	
<b>ADMINISTRATION</b>	
Date Issued:	January, 2026
Date Revised:	
<b>JOB DESCRIPTION</b>	
Youth Support Worker	
<b>Job Description Approval</b>	
 <b>Chief Executive Officer</b>	

**POSITION TITLE:** YOUTH SUPPORT WORKER

**REPORTING TO:** Supervisor, Community Services

**WORKPLACE:** Sault Ste. Marie, ON

**WORKTYPE:** In-person or Virtual

**JOB SUMMARY:**

The Youth Support Worker will work as a member of a diverse interdisciplinary Youth Wellness Hubs Ontario (YWHO) Virtual Youth Hub's Provincial Youth Wellness Team to support youth experiencing mental health, substance use or other challenges. Youth Support involves emotional and practical support between people who share a common experience. Youth Support Workers help to build equal and empathetic relationships, encouraging young people to make decisions based on their own knowledge and expertise about their own needs.

YWHO supports local service providers to work together to provide young people in Ontario aged 12 to 25 with low barrier access to a full range of services, including mental health and substance use supports, primary care, education, employment, housing and other social services, all through youth-friendly access points. YWHO services are designed to improve experiences and outcomes for youth by:

- Increasing access to rapid, low-barrier services;
- Reducing transitions by providing care in one location; and,
- Providing tailored, high-quality programs co-developed with youth to meet their needs.

As a Youth Support Worker, you will utilize your lived/living experience of mental health and/or substance use to support youth accessing the Virtual Hub to determine their unique goals and service needs. In this role, you will provide education about navigating mental health and substance use challenges as well as where to find resources in the community to address those concerns. As part of the Virtual Youth Hub's Provincial Youth Wellness Team, Youth Support Workers contribute to program development and outreach activities related to YWHO's Clinical Services, Skills & Well-being Activities and Community Support Services. Youth Support Workers are responsible for co-

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creating a welcoming space for youth who access Virtual Hub services, attending drop-in activities, as well as mentorship.

## **QUALIFICATIONS:**

- Knowledge of community resources and navigating the youth mental health and substance use system.
- Demonstrated ability to relate to young people accessing services from a peer perspective and can work within an interdisciplinary health care team.
- Strong self-awareness, self-care practices and can establish and maintain professional relationships with youth accessing youth support services.
- Excellent organizational, time management, communication and interpersonal skills.
- Experience in supporting safe and meaningful drop-in participation and being open to diverse ways of thinking about, understanding and articulating issues related to mental health and substance use is an asset.
- A high degree of familiarity with MS Office and e-mail, as well as the willingness to learn new computer programs, is required; your role will include documentation on the computer.
- We strongly encourage applications from First Nations, Métis, Inuit, Black, and other racialized people who are reflective of intersectional experiences (i.e., 2SLGBTQ+, neurodevelopmental differences, living with a disability, etc.).
- Knowledge of approaches that promote health equity, including anti-oppressive and anti-racist practice, 2SLGBTQ+ inclusion, community engagement, cultural safety, trauma-informed care, harm reduction, and human rights and accessibility frameworks.
- Formalized youth support work experience and experience supporting/connecting with diverse youth is an asset.
- Participation in training on Peer Support/Recovery, knowledge of Wellness Recovery Action Planning and experience belonging to groups, agencies or organizations related to peer support would be an asset.
- Experience facilitating groups or other consultations with a broad range of participants is an asset.
- Experience providing virtual services.
- Valid Ontario Driver's License, the ability to travel and access to a reliable vehicle.
- Bilingualism (English/French) or the ability to speak a second language is considered an asset.
- Satisfactory vulnerable sector check and full COVID-19 vaccination required.

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## **DUTIES AND RESPONSIBILITIES:**

1. Engage youth and create a welcoming environment for youth accessing virtual Hub services.
2. Connect with clients on an individual basis and as a group facilitator.
3. Support youth with the completion of standardized measures to help improve youth outcomes (focus on measurement-based care).
4. Help facilitate social and recreational activities within the Virtual Hub
5. Provide individual mentorship and coaching to youth to navigate the mental health system.
6. Assist in the planning, outreach and co-facilitation of skills activities and drop-in programming.
7. Complete documentation of client interactions and timely completion of data entry, case notes and other electronic records as required.
8. Attend team meetings as required and contribute to integrated care planning for youth.
9. Participate in community network meetings and support outreach.
10. Provide virtual-based (online, phone) service.
11. Participate in the YWHO Provincial Community of Practice for the Youth Support Worker role.
12. Work from a harm reduction and culturally responsive approach.
13. Take initiative in developing a personal professional development plan.

Assume other duties as assigned

## **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.

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- 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 Support Worker position.

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

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

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

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

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

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