

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT
(CHILDREN'S SERVICES & NEIGHBOURHOOD DEVELOPMENT DEPARTMENT - LOCATION – LISTER BLOCK,
28 JAMES ST. N., 6th FLOOR)

YOUTH NAVIGATOR – XPERIENCE ANNEX – CUPE 5167

SUMMARY OF DUTIES

The Healthy & Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

Reporting to the Senior Project Manager, Neighbourhood Development the Youth Navigator will engage with youth accessing the Xperience Annex. The Youth Navigator will assess youth's basic needs and make referrals as required. Primary responsibilities will be to refer youth to community services, education, training and employment opportunities. Through the Xperience Annex the Youth Navigator will build relationships with Community Partners, and work collaboratively with Youth Team staff., As part of a multi-disciplinary team, they will regularly participate in case conferencing to assist and connect individuals on the Youth Ontario Works Caseload and the Learning, Earning and Parenting (LEAP) caseloads. This provides an interdisciplinary approach to raising aspirations, self-sufficiency and assisting the youth along their individual path.

A high level of personal integrity and motivation, and excellent written and verbal communication skills are required.

GENERAL DUTIES

Primary contact for youth engaging in the Xperience Annex. Engages with youth in a variety of contexts and locations.

Case Conference with Youth Team staff on various youth cases to assist in case planning.

Interviews youth to assess their needs, and goals; utilizing a comprehensive assessment tool to develop and assess basic needs, education, job skills and employment case plans.

Assists in marketing, recruiting, assessing youth for the Hamilton Youth in Construction Program.

Assists in facilitating employment soft skills workshop for youth in the Hamilton Youth in Construction Program and other youth employment programs,

Develops short- and long-range individualized plans based on the youth needs.

Identifies ways to build capacity with youth to facilitate better outcomes.

Communicates and collaborates with neighbourhood groups and community partners around youth driven programs and mentoring.

Refers, co-ordinates and facilitates opportunities for youth including access to workshops and learning sessions related to needs identified by youth.

Consult with Communications team and be familiar with information in Social Media, specifically XperienceAnnex and Hamontyouth Instagram accounts

Provides feedback to community agencies that directly work with Youth referred from Xperience Annex.

Seeks mentorship opportunities for youth accessing the Xperience Annex.

Liaises and co-ordinates with departmental and community partners to provide connection of youth to appropriate educational opportunities being high school completion, post-secondary and job skills to create employment opportunities for youth.

Provides referral pathways for youth to assist in their entry or return to the workforce.

Writes reports, compiles records, statistics and composes correspondence.

Develops and gives presentations promoting the Xperience Annex to community, city departments and youth.

Manages confidential youth files; and, with the consent of the youth, may review client history by consulting with other community youth agencies.

Responsible for developing and maintaining a current list of education, skill building and employment opportunities.

Following referral to services the youth navigator will review the Individual Needs Plan and schedule follow up meetings to provide ongoing support to the youth.

Provide guidance and direction to youth and make referrals to other Government services and community agencies such as the Employment Ontario Agencies, Ontario Disability Support Program, Ontario Works, Service Canada, Children's Aid Societies, , and health care professionals.

Receives and answers inquiries from public, clients, elected officials and community agencies.

Monitors service level indicators and reports back to Senior Project Manager, Neighbourhood Development.

Builds, fosters and maintains interdepartmental and community partnerships that support youth.

May represent the Xperience Annex at Youth Steering Committee, city departmental meetings, and community stakeholder meetings with respect to youth development issues.

Researches and implements consultation approaches concerning youth needs, youth capacity building, and youth development opportunities relating to legislation, policies and trends.

Maintains knowledge and researches emerging trends affecting youth development including social media.

Explores funding opportunities related to youth and education.

Continuously reviews service programs for youth available through the community stakeholders to find synergies with the needs of the youth.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. A University Degree in Health and/or Social Sciences or a College Diploma in Health or Social Sciences or an equivalent combination of education and relevant work experience.

2. Previous demonstrated experience working in a human, social and/or customer service environment specifically with youth. Solution-oriented to meet challenges facing individuals and families who are served through the Xperience Annex, including but not limited to youth, immigrants, refugees, unhoused individuals, 2SLGBTQIA+ and those with health issues.
3. Demonstrated ability to provide excellent client-centered service in accordance with the City of Hamilton Corporate Pillars.
4. Demonstrated knowledge of and connection with existing social service supports, educational, skill building and employment services in the community is considered an asset.
5. Demonstrated experience in competently assessing the needs of youth to support them in achieving their goals.
6. Demonstrated ability to write reports, maintain up to date and relevant case notes and compile statistics to support success measures and program development.
7. Demonstrated knowledge of available resources, services and programs in the community and ability to keep up to date in this knowledge.
8. Demonstrated ability to adapt to change and perform effectively in a dynamic and complex work environment. Ability to work in a fast-paced environment and respond effectively to crisis situations.
9. Strong interpersonal skills, with demonstrated ability to work, independently, within a peer team setting and as part of a multi-disciplinary team. An ability to establish and maintain effective working relationships with youth and families who are served through the program
10. Demonstrated ability to balance and effectively self-manage a varied caseload within prescribed timelines and adjust based on priorities.
11. Knowledge of various Social Media platforms to monitor emerging trends for youth current interests and development.
12. Experience in a computerized work environment. Working knowledge of Word, Excel, Canva and PowerPoint.
13. Acute sense of confidentiality and judgment required.
14. Ability to work different shifts, including evenings and weekends.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
