



**POSITION:** Youth Support Worker

**REPORTS TO:** Designated Program Manager

**OBJECTIVE:**

This position works under the direction of the designated Program Manager. The purpose is to provide program, administration, and operational support to Wyndham House programs.

**JOB SUMMARY:**

- Providing a welcoming, friendly environment for clients
- Help ensure the safety and security of all clients
- Implement programming and support with administration of the site
- Assist clients with skills development using a strength-based approach
- Participate in case management as identified
- Provide crisis and behavioural interventions as required
- Participate in the on-call rotation when requested

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Work at minimum 36 hours per week and maximum 44 hours per week
- Attend monthly supervision meetings with supervisor
- Complete intake and all related administration to new clients entering the YES or Transitional Housing
- Maintain safety and security of Wyndham House programs and supervise spaces occupied by clients as per established procedures
- Implement evening, low skill/no skill programming
- Provide service in a non-judgemental manner than respects client confidentiality
- Maintain and clean the program as per established routine procedures
- Participate in the ongoing assessment of clients' needs and strengths to work with Case Managers to support clients to meet their goals/responsibilities in collaboration with Wyndham House programs and services and other community providers
- Accurately complete and file records regarding clients and all other information relevant to them
- Facilitate and record client's access to medication
- Participate weekly in the program's food and nutrition program through advanced meal planning, list preparation, meal preparation and grocery shopping
- Coordinate, support, and document weekly the personal needs allowance records (Transitional Housing ONLY)
- Provide crisis intervention support in situations of physical confrontation, medical and psychiatric emergencies being experiences by clients

With creative persistence and low-barrier, wraparound support, Wyndham House meets youth needs to ultimately prepare them for their own version of successful living.

**MAILING/ADMIN OFFICE**

77 WESTMOUNT ROAD, UNIT 300  
GUELPH, ON N1H 5J1

**CONCURRENT YOUTH HUB**

133 WOOLWICH STREET  
GUELPH, ON

**SUPPORTIVE HOUSING PROGRAMS**

SUFFOLK STREET WEST BELLEVUE STREET  
GUELPH, ON GUELPH, ON

**YOUTH EMERGENCY SHELTER**

18 NORWICH STREET EAST  
(519) 837-3892 GUELPH, ON



- Respond to client and public requests about local support and services available to young people experiencing a housing crisis
- Attend staff meetings
- Provide on-call support as per established contracts and procedures
- Provide direction and support to new staff and student placements
- Participate in organizational/individual planning, evaluation and implementation activities as requested by supervisor
- Complete and document fire drills as requested in accordance with agency policies and procedures
- Complete and document site security checks, petty cash, and any other regular shift inventory tracking
- Other duties as assigned by your Program Manager

### QUALIFICATION

- CYW diploma/ or related degree strongly preferred
- 2- 3 years of residential care facility experience
- 1-2 year working with youth and/or marginalized populations an asset
- Passion and commitment to an inclusive workplace; respecting and valuing the diversity of every individual

### MANDATORY REQUIREMENTS

- CPR / First Aid level C
- Criminal Reference Check, including vulnerable persons
- 2X COVID-19 Vaccines

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