 External Job Posting:  

Student Family Support Worker  
Four Positions Available

AGENCY OVERVIEW:  
Carizon Family and Community Services specializes in children’s mental health, youth engagement and development, family violence services, individual and family counselling, parental support and education, credit counselling, workplace resilience, settlement support and community wellness.

POSITION OVERVIEW:  
The Student Family Support Worker serves as a champion of the Vision and Mission of Carizon Family and Community Services through the Pathways - Youth Getting Connected program. In addition, the Student Family Support Worker promotes an environment that is consistent with Carizon’s Statement of Values and Principles.

The Student Family Support Worker supports program participants and their families who live within the Region and are enrolled in, and attending, secondary school. In this role, he/she efficiently and effectively provides individual, academic, social and financial supports to the students with the intention of helping them attain the skills to successfully and independently navigate school, community, and social resources.

The primary functions of this role include, but are not limited to: building relationships with students and their families by assisting in the engagement, navigation and connections in their community. They will be monitoring individual student progress and encouraging cross-departmental participation; offering suitable referrals for students and their families, both internally and to other support agencies including academic and social/recreational programs; working collaboratively with families to support student success through provision of resources and referrals where appropriate.

This job requires evening hours in order to meet the ongoing needs of students and their families. There may also be some weekend work and from time to time work hours beyond the regular work schedule.

We have four full-time (35 hours per week) 3 year contract (with benefits) positions available.

RESPONSIBILITIES:  

Key Responsibility 1 – Case Management
- Establish and maintain positive, effective and supportive relationships with program participants, parents/guardians, volunteers, school and community partners as well as with the rest of the Carizon team through regular contact and communication
- Support students in developing action plans in collaboration with other supports and services to meet identified goals and address challenges and needs. Provide information and resources to support the student/family to carry out the action plan. Help students to regularly evaluate their plans, recognize their successes and set new goals
- Provide advocacy on academic, post-secondary and/or employment readiness, and other matters relevant to program participants (e.g. school and student concerns, progress towards academic and future goals, and/or current issues of importance to the student’s academic, social, and/or emotional well-being, and those of their families)
- Address issues with sensitivity to each individual student’s social location (e.g., culture, race, gender, sexual orientation, religion, etc.)
• Collect, review and document student information such as (e.g., timetable, school attendance, credit counselling summaries, report cards etc.) for reference and/or for areas in which additional support may be required to follow up at home, school and/or in the community
• Meet with parents/guardians regularly and facilitate parent/guardian involvement, where appropriate, in school and community meetings/activities that support their student’s success.

Key Responsibility 2 – Community Engagement
• Establish and maintain positive, effective and supportive relationships with school and community partners through regular contact and communication
• Develop partnerships with organizations that support youth and families, especially agencies to which the program may refer clients and/or partner to achieve desired outcomes for youth and their family
• Participate in the planning and delivery of Carizon-wide events, programs and committees where appropriate
• Develop, implement and document special projects and events that facilitate the achievement of student and program goals and enhance the program’s viability and reputation

Key Responsibility 3 – Documentation and Reporting
• Document in a professional, precise and timely manner, interactions with students and families into a client management system according to program-specific guidelines
• Implement and maintain systems to support accurate recording, tracking and reporting of student progress, referrals to community resources including those offered through Carizon
• Communicate, and complete the required agency documentation (e.g., RIC and/or RIO), all critical cases to the Program Manager and Director within 24 hours
• To always perform work safely and in compliance with the Occupational Health and Safety Act (OHSA)

EDUCATION/KNOWLEDGE/EXPERIENCE:
• Minimum 3 year diploma in CYW or equivalent
• At least 3 to 5 years of experience working with high school aged youth and their families
• Knowledge of Family Systems and family and youth engagement an asset
• Ability to support youth with special needs, youth at risk and youth from low-income and/or culturally diverse communities
• Detailed knowledge of the secondary school system as well as an understanding of the strengths, capacities, barriers and challenges faced by students
• In-depth knowledge of local community, social service, and recreational resources
• Other languages an asset, specifically languages of the community

HOW TO APPLY:
Interested applicants are invited to submit their resume (in confidence), before 4:00 p.m. on the last day of this posting to: Human Resources via email: hr@carizon.ca, quoting the competition number in the cover letter and email subject line. *We request that candidates please send their cover letter and resume together as one combined document (Word.doc, PDF etc.).*
Carizon is an equal opportunity employer and supports workforce diversity. At Carizon, we believe that diversity enriches our performance, clients, services offered, the communities where we live and work, and the lives of our employees. Should you require accommodation during the recruitment process, please contact Human Resources (hr@carizon.ca). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.

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<td>Full-time Contract</td>
<td>33-18 (NUC-32)</td>
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