

**External Job Posting:**  
**Student Support Worker**

**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 Support Worker serves as a champion of the Vision and Mission of Carizon Family and Community Services through the Pathways to Education and Steps to Re-engagement program. In addition, the Student Support Worker promotes an environment that is consistent with Carizon's Statement of Values and Principles.

The Student Support Worker supports program participants who live within the designated catchment area 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 graduate from high school and transition to post-secondary education, training or meaningful employment.

The primary functions of this role include, but are not limited to: building relationships with students by providing financial, academic and social supports; monitoring individual student progress and encouraging cross-program participation; offering suitable referrals to other support agencies; developing and overseeing academic and/or social programming; working collaboratively with other program staff to promote student progress; as well as community and volunteer engagement.

This job **requires** evening hours (1-2 nights/week), some weekend work and from time to time work hours beyond the regular work schedule.

This is a full-time (35 hours/week) contract position until August 14, 2021.

**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 (e.g., other program staff, parents, school staff, community and agency partners, etc.), 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., participation in programming, 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)
- 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, bi-weekly attendance, credit counselling summaries, report cards and/or programming attendance, etc.) for reference and/or for areas in which additional support may be required to follow up at school, at programming and/or in the community
- Contact parents/guardians as needed, and where appropriate, to discuss students' progress and participation in school and programming

- Facilitate parent/guardian involvement, where appropriate, in school and community meetings/activities that support their student's success. Engage interpreters when needed and not provided by other systems

***Key Responsibility 2 – Program Facilitation***

- Establish and maintain positive, effective and supportive relationships with school and/or community partners as well as program volunteers through regular contact and communication
- Where appropriate, develop and/or facilitate programs that provide an academic and/or social experiential learning opportunity for students (e.g., Tutoring, LAB Mentoring, Specialty Mentoring, and/or Career Mentoring)
- Oversee the operation of a programming site (e.g., tutoring, LAB Mentoring, field trips, workshops, etc.) by managing student behaviour, resolving and reporting incidents or issues involving students, volunteers or facilities per defined policies and procedures, and maintaining a safe and welcoming environment
- Organize space, routines and materials daily for academic or social programming based on specific requirements of the space, needs of the community, and profile of the students participating
- Organize daily transportation of programming supplies and technology to and from the site
- Work closely with other program/agency staff to facilitate volunteer training and provide on-going volunteer supports (e.g., Facebook posts, links, training materials, tutoring resources, etc.)
- Model for volunteers the skills and techniques for positively engaging students in a variety of settings, providing suggestions and support when necessary
- Participate in the planning and delivery of program-wide events such as graduation, parent nights, registrations, volunteer training and appreciation, community events, and/or partnership events

***Key Responsibility 3 – Community Engagement***

- Establish and maintain positive, effective and supportive relationships with various community partners through regular contact and communication
- Develop partnerships with organizations that support youth, especially agencies to which the program may refer students, and potential providers of part-time employment and community service opportunities for students
- Work with other program staff to plan and execute special enrichment opportunities that enhance the student's experience in the program (e.g., WeDay, TedX, Community Events, etc.)
- 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 4 – Documentation and Reporting***

- Document in a professional, precise and timely manner, interactions with students into a client management system according to program-specific guidelines
- Implement and maintain systems to support accurate recording, tracking and reporting of student progress
- Communicate, and complete the required agency documentation (e.g., RIC and/or RIO), all critical cases to a Program Coordinator and/or Director within 24hours

**REQUIRED CREDENTIALS:**

- Relevant diploma, degree, certificate or professional training in area related to youth, including but not limited to social work, community development, social services, education, or recreation
- 2-3 years of experience working with youth in one or more of the relevant areas
- Knowledge of approaches to providing support to 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 the program
- Knowledge of community and social service resources, particular services for youth which can support their individual emotional and social development
- 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](mailto: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](mailto:hr@carizon.ca)). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.*

<b><u>SALARY:</u></b> Salary Grade 7 \$24.82 to \$30.27 per hour	<b><u>STATUS:</u></b> Full-time Contract until August 2021	<b><u>COMPETITION NUMBER:</u></b> 73-19 (NUC-71)
<b><u>LOCATION:</u></b> Kitchener/Waterloo	<b><u>HOURS OF WORK:</u></b> 35 hours/week	<b><u>POSTING PERIOD:</u></b> December 10-18, 2019
<b><u>EMPLOYEE GROUP:</u></b> Non-Union	<b><u>SCHEDULE:</u></b> TBD	<b><u>START DATE:</u></b> ASAP