



YOUTH CASE WORKER

JOB STATUS:	Employee, Permanent
REPORTS TO:	Program Manager
REMUNERATION:	\$28/hour starting wage
BENEFITS:	4-day work week 3 weeks of paid vacation 10 days of paid sick leave Extended Health Benefits including EAP (available after 3 months) \$1,200 Wellness Bonus RRSP matching (available after 6 months of employment)
SCHEDULE:	36 hours per week: Friday - Monday
REQUIREMENTS:	Clean criminal record check (incl. vulnerable sector) Class 5 driver's license Clean driving abstract
MILEAGE:	\$0.68/km

At Zero Ceiling, we are cultivating a community where young adults have a sense of belonging; where their basic needs are met; that provides access to opportunities that support healing and self-determination. Together, in solidarity with program participants, we create a space to help them become who they are, more fully, and without prejudice and limitations.

JOB SUMMARY:

Caseworkers act as advocates for the zero ceiling community, working to connect them with additional services that may be beneficial to their well-being. Caseworkers are attentive listeners, offering a compassionate ear whenever participants require someone to confide in or seek guidance from. Through this holistic approach, participants can experience a nurturing and empowering environment, allowing them to focus on personal growth and development. Caseworkers utilize a worldview of love, promote youth-led collaboration, provide a safety net, and strengthen the community for our young crew. Our work is survivor work, and incorporating a decolonized, trauma-informed, and intersectional lens is crucial.

QUALIFICATIONS:

- Post-secondary education in Child and Youth Care, Social Work, or relevant experience will be advantageous
- A minimum of 2 years of experience working in social services or relevant lived experience.

DUTIES AND RESPONSIBILITIES:

- Develop relationships of mutual trust and respect with participants.
- Provide case management for participants through weekly meetings.
- Keep case notes and regularly update our case management system (CAMS).



- Use strength-based needs assessment plans or similar models and monthly reports to develop and work towards youth-focused individualized goals.
- Provide advocacy for participants in areas including, but not limited to: employment, medical, mental health, renters rights, family justice, government agencies, policing & law.
- Coordinate with health providers and participants to meet health needs.
- Refer participants to appropriate community services and support where needed.
- Provide transition planning support to ensure graduates have housing, employment, and support at the end of the program.
- Work with our participants to co-create program content, projects, and honour youth capacity and knowledge through supporting youth-led initiatives.
- Provide in-house support, including, but not limited to, cleaning, chores, and conflict resolution.
- Provide workplace coaching to program participants and employment partners
- Continually conduct outreach to build new community contacts.
- Conduct activities ethically and with integrity.
- Contribute to Zero Ceiling's respectful, honest, and trusting work environment to co-create a positive and dynamic working culture.
- Conduct responsibilities in adherence to the spirit of Zero Ceiling's mission.

KEY SKILLS:

- Creative problem solving; can navigate complex situations confidently
- Ability to self-motivate, work independently, and organize work and time efficiently.
- Demonstrate a strong understanding of personal and professional boundaries and have strategies to support themselves in self-care and well-being.
- Ability to navigate various government and social services agencies with participants to gather information and support participants with their goals and needs.
- A high level of written and oral communication skills. Computer proficiency, including word, excel, email & social media.