



Northwest London Resource Centre

Youth Services Supervisor Job Description

Position overview:

The Youth Services Supervisor will lead the successful delivery of the CORE services “Neighbourhood Child, Youth and Family Services” in relation to Youth Voice/ Youth Expression, Youth Programs and Employment Readiness for Northwest London. The position will also lead our youth division as we transition into our new location in which they will expand programs and service to meet the community need.

Report to:

The Youth Services Supervisor will be an employee of Northwest London Resource Centre (NWLRC). Day-to-day supervision/consultation will be provided by the Associate Director of NWLRC in the form of formal supervision meetings as well as informal support as requested.

Qualifications:

Social Service Worker Diploma, Child and Youth Worker Diploma, or equivalent social services education or work experience in a leadership role for over 3 years.

Commitment:

This is a full-time position for 37.5 hrs/week that incorporates service delivery times into early evening and the occasional Saturday. Set work schedule planned in three month blocks.

Wages:

\$25 per hour with option for benefits after 3-month probation period. Wages will increase with growth of the division.

Expected Service Outcome:

A. Youth are engaged and have a sense of belonging in their neighbourhood and community

1.1 Expected Results: *Increase the number of meaningful opportunities for youth to be connected to their neighbourhood and community*

Metrics:

- 1.1a) # youth who feel socially included
- 1.1b) # youth have developed effective leadership skills
- 1.1c) # youth who feel connected/included/engaged in their community

B. Youth have access to the supports they need to be successful

2.1 Expected Results: *Increase opportunities for youth*

Metrics:

- 2.1a) # youth participated in activities that promote healthy living
- 2.1b) # youth participate in literacy and numeracy skill development
- 2.1c) # young people who have the resources and support to foster educational achievement;



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2.1d) # youth who learn how to develop positive social skills;

To accomplish the outcomes you will need to:

Youth Programming

- Establish, deliver and maintain Youth Voice/ Youth Expression (Youth Council, Coffee House), Youth Programs (Afterschool programming, Homework Help, March Break), Employment Readiness and Learning Series.
- Provide outreach through the local school's lunch time youth snack programs to connect youth to other opportunities at NWLRC and in the community.

Management of Neighbourhood Child/Youth and Family Services

- Maintain financial management of youth program supplies.
- Set up and manage staff scheduling for program delivery
- Participate fully in monthly leadership meetings representing the Youth Service division for NWLRC.

Youth Related Operations

- Maintain all appropriate supplies and equipment for the NWLRC youth room and its programs and services.
- Work with the maintenance department to ensure a clean work and program environment.
- Maintain accurate data collection and meet all reporting deadlines with all youth related funders.
- Supervise placement students, summer staff, casual staff and part-time staff to deliver youth services.
- Support public communication through all youth related activities

Individual Child/Youth and Family Services

- Provide youth support and referral to the most appropriate community services.
- Provide Neighbourhood Resource Centre youth service information to other service providers in the Northwest London community

Qualifications:

- Leadership, strong organizational, and time management skills
- Excellent interpersonal skills as well as verbal and written communication skills
- Experience with report writing, maintaining statistics, and fundraising
- Capacity to build relationships with youth, parents, community members, and professionals
- Proven ability to work with youth of diverse and ethnic/cultural backgrounds
- Motivated, self-starter and able to work in a fast-paced environment
- Capacity to work independently as well as within a multidisciplinary team
- Proficiency with Microsoft office, Google Forms, and database entry
- Ability to work under pressure and meet deadlines
- Clearance through a Vulnerable populations police screening process
- Current CPR and First Aid certification (willingness to obtain certification)



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- Current Safe Food Handling certification (willingness to obtain certification)
- Responsible, trustworthy, approachable and friendly
- Ability to work with a diverse population

This is an Internal and External posting. If you are interested in applying for this position, please submit your resume **and a detailed cover letter to:** Vincent Tao, Administration Coordinator.
Email: Vtao@slnrc.ca

We work together to “empower and enrich the neighbourhood in an inclusive environment.