

YOUTH ASSISTING YOUTH IS GROWING!!!

Case Coordinator / Social Worker

Youth Assisting Youth (YAY) is seeking an experienced Social Worker with superior knowledge of child and youth issues and needs, as well as the ability to manage a caseload of clients who are experiencing personal challenges. As a Case Coordinator, you will use your superior assessment and case management skills to create and support mentoring relationships (matches) between Volunteer Youth Mentors and Junior Mentees (children). Your dynamic, energetic and professional attitude will be instrumental in assisting at-risk and newcomer kids with mental health issues and other barriers.

- Must have a valid Ontario class “G” driver’s license and access to an insured vehicle.
- Proof of COVID-19 Vaccinations and booster is required.
- This position is On-Site with occasional remote work.

RESPONSIBILITIES:

- The primary responsibility is to match at-risk and newcomer children into One-to-One peer mentoring relationships with trained Volunteer Youth Mentors based on background and needs
- Assess volunteer mentor and child mentee / family fit within Youth Assisting Youth’s community-based One-to-One Peer Mentoring Program by completing individual home interviews/ needs assessments and other enrollment processes
- Match qualified volunteers using intake data to achieve the best relationship and outcomes for youth. Once the match is created, provide ongoing monthly match support for the volunteer mentor and child in order to monitor and guide their relationship development
- Determine the indicators for success and establish goals with both the child mentee / family and youth mentor at the initial match visit
- Work cooperatively with the Volunteer Recruitment team to find mentors in the areas of need
- Actively network with newcomer service organizations in the community to facilitate referrals of children where there are existing volunteer mentors
- Regularly update and manage the Google Map of waiting mentors, and maintain active communication with Volunteer Recruitment team where mentors are needed

HOME ASSESSMENTS:

- Conduct home needs assessments of children on the waitlist to assess the needs of the child and the home environment
- During the home needs assessment, provide parents with information on community resources and key supports that are available to them based on their needs
- Maintain concise records of info and data collected during needs assessments, and gather info from referral sources (i.e. teacher, doctor, etc.) to fully assess the needs of the child
- Arrange and complete home interviews and assessment of potential volunteer mentors

CASELOAD MANAGEMENT:

- Maintain caseload of matched mentors / matches and provide ongoing match support to mentors through regular phone check-ins, emails and meetings
- Maintain up-to-date case notes for all clients on the CYSIS database
- Enter newcomer client data into the iCare database
- Maintain regular contact with Parent Support Workers
- Maintain caseload of pre-match children who are waiting to be matched through regular phone contact, emails, necessary referrals and info on group mentoring program, activities and events
- Establish goals for the youth mentor and support / assist them in achieving those goals
- Monitor, track and maintain detailed records of mentor involvement and activities
- Provide advocacy support, recognition, training opportunities and events to mentors through regular contact and guidance
- Follow and administer standard evaluation procedures for each case
- Be part of the Emergency On-Call Team on a rotating basis as needed
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QUALIFICATIONS:

- BSW or equivalent in Social Work and a minimum of 1-year experience in social services, specifically working with children and youth
- Proven experience and knowledge regarding child and youth mental health issues
- Strong understanding and knowledge of issues faced by immigrants and new Canadians
- Assessment and relationship development experience with child and youth populations, and solid understanding of child development and family dynamics
- Intake, interview and case management experience preferred
- Excellent judgment and decision-making skills, as well as a performance-driven mind-set
- Demonstrated knowledge of community and newcomer services organizations
- Experience managing volunteers, especially youth volunteers, is an asset