



Feeding hope. Changing lives.

Outreach Worker, Children & Youth Job Description

Department: Programs
Branch: Women & Families Centre
Location: 431 Princess Ave, Vancouver
Reports to: Supervisor, Child and Youth Program

Job Summary: This position involves executing child-centered and age-appropriate programming for elementary-aged children and youth as they grow and mature, including outreach support to their families. The Children and Youth Outreach Worker will work with a team to plan, develop, and implement well-rounded, faith-based children and youth programming that focus on the whole child/youth, as well as organize fieldtrips, seasonal activities, and special events throughout the year. The Children & Youth Outreach Worker is responsible for ensuring a high level of program quality and supervision, working to establish positive relationships with all program participants and their families, and helping to maintain a safe, clean program site. From time to time the Outreach Worker will assist Outreach at other UGM locations.

Main Duties and Responsibilities:

- Model Christ in word and deed.

Outreach Worker (90%)

- Prepare and deliver daily curriculum and accompanying activities, including prevention-based teachings, Bible lessons, and enrichment activities that focus on developing and strengthening children academically, physically, socially, and spiritually under the direction of the Child Care Supervisor & Administrator, Women & Families Outreach.
- Model, lead, and apply contemporary childhood practices.
- Commit to the ECEBC Code of Ethics.
- Encourage positive participation of and interaction between all participants.
- Establish and maintain positive regular communication with parents/guardians, including home visitations for children and youth from UGM programs and contacts as needed.
- Assist with the planning and attend scheduled Family Dinners.
- Provide care, support, spiritual guidance, and prayer to children and families connected to Women & Families Outreach, including referrals to external services.
- Build strong relationships with program participants and guide them to explore Christianity.
- Liaise with community contacts, service providers, schools, churches and faith-based organizations for resources, referrals, and support relevant to children and families.
- Together with the Child Care Supervisor & Administrator and other team members, plan and execute faith-based Summer Day Camp.
- Together with the Child Care Supervisor & Administrator and other team members, ensure that the Plan to Protect© Policy is current for delivery to staff and volunteers, and provide training.
- Together with the Child Care Supervisor & Administrator and other team members, ensure the accurate recording and tracking of appropriate statistics and information with database and measurement tools for programs.
- Together as a team of children and youth workers, strategize, plan, and schedule youth program activities, including one-on-one connections with Eastsider alumni and/or youth in the DTES.
- Assist in networking with youth community partners, including Graduation Strategies which promote children and youth to complete their Grade 12 education.
- Participate in other Women & Families Outreach activities when additional staffing is required (e.g. Christmas Hampers delivery).

Administrative (5%)

- Complete administrative responsibilities and provide reports on a timely basis. (e.g. monthly statistics, monthly reports, donor reports, training reports, volunteer reports).
- Ensure that adequate records are maintained and complied as required, including important information of participants for future reference.
- Assist the Child Care Supervisor & Administrator in the development and oversight of the budget.
- Maintain provincial standards in all regards.

General (5%)

- Provide quality supervision and ensure safety of all participants, volunteers, and staff during programs.
- Participate in staff meetings, training, and spiritual development opportunities as required.
- Assist with support, training, and coordination of new staff, interns, and volunteers, as needed.
- Maintain office space and the Centre, ensuring a clean and presentable condition; ensure efficient operations, maintenance, and security of all UGM facilities, equipment, and vehicles used in programming.
- Monitor age, sobriety, gender of guests coming into the Women and Families Centre where appropriate; maintain daily security (e.g. secure all gates and doors when no events are occurring).
- Perform other duties as required by your supervisor, including when additional staffing is required (e.g. reception breaks, outreach walk-in services, Sanctuary). Participate in UGM's seasonal dinners: Thanksgiving, Christmas and Easter and Summer BBQ. Lead devotions, prayer, and Bible studies.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.

Knowledge, Skills and Abilities:

- Agreement with UGM's Mission Statement (see www.ugm.ca) and Statement of Faith.
- Personal knowledge and experience of the saving work of Jesus Christ.
- Ability to maintain a high level of confidentiality within the organization and its clientele.
- 1 year of supervisory experience in child care or related experience working with elementary-aged children and youth in an educational or recreational setting.
- Related post-secondary education preferred (e.g. School Age Certificate); ECE license is an asset.
- Consideration may be given to alternate combinations of lived experience and education.
- Experience and ability dealing with challenging behaviours and implementing effective classroom management is required (Special Needs experience would be an asset).
- Experience working in a multi-ethnic and socially diverse community. Experience with Indigenous clients is an asset.
- Must enjoy swimming with children and youth and be willing to go into the water or supervise from a very close distance.
- Ability to work independently and as a team member.
- Ability to identify and solve problems, and follow through on initiatives.
- Strong interpersonal skills.
- Good English skills (verbal, reading and writing).
- Fluency in Mandarin and/or Cantonese is an asset.
- Intermediate computer skills (Excel, Word and Outlook) Database experience an asset.
- Valid Class 5 driver's license required. Able and willing to obtain a Class 4 drivers license required.
- Current Emergency First Aid and CPR-C & AED certificate is an asset
- Willingness to complete UGM Non-Violent Crisis Intervention Course.

Behavioural Competencies:

- **Adaptability/Flexibility (Level 2)**
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Christ-likeness (Level 2)**
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Creativity and Innovation (Level 2)**

Use innovative and creative evidence-based practices to initiate effective ways of working and understanding by translating research into practice.

- **Developing Others (Level 2)**
Facilitate and motivate sustained learning, create learning opportunities and resources, and promote and respect needs for ownership of learning outcomes.
- **Diversity and Cultural Responsiveness (Level 2)**
Provide respectful, equitable, and effective services to diverse populations by affirming the value, worth, and dignity of all.
- **Interpersonal Rapport/Savvy (Level 2)**
Establish and maintain relationships with others based on mutual respect, trust, sensitivity, transparency, empathy, compassion, tact, and diplomacy.
- **Planning and Organizing (Level 3)**
Identify and prioritize tasks, develop and implement plans, evaluate outcomes, and adjust activities to achieve objectives.
- **Self-Management (Level 3)**
Manage emotions and strong feelings while maintaining a calm and tactful demeanor under a broad range of challenging circumstances.

Working Conditions:

- **Work Location**
Work is generally performed indoors and outdoors, in all types of weather.
- **Physical Requirements**
Work is generally active in nature, requiring standing, walking or running at least 50% of the time. Employee is required to look at a computer screen and use a keyboard for up to 30% of the time. Must be able to lift up to 35lbs occasionally.
- **Work Conditions**
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Occasional environmental exposures to cold, heat, and water. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work**
This position works primarily Monday to Friday 9:30am to 5:30pm, with some evenings. Occasional weekend or evening work may be required. Moderate overtime may be required.
- **Hazards**
Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Employee is required to hear information about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.
- **Other**
Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

Employee's Signature: _____

Name: _____ Date: _____

Supervisor's Signature: _____

Name: _____ Date: _____