



**Job Title:** Youth Case Worker  
**Reports to:** Youth Program Manager  
**Employment Term:** Full-time, 13-month contract  
**Work Hours:** Monday-Friday

### **Native Canadian Centre of Toronto**

The Native Canadian Centre of Toronto (NCCT) is a non-profit, charitable organization located in the heart of downtown Toronto. The NCCT offers a wide range of Indigenous programs and services based on Indigenous cultural traditions and teachings.

*Mission:* To empower the Indigenous community in Toronto by providing programs that support their spiritual, emotional, physical, and mental well-being.

*Mandate:* To nurture an inclusive environment where all people respect Indigenous knowledge.

*Vision:* The Native Canadian Centre of Toronto is dedicated to working with all of our relations toward a better future.

*Values:* Wisdom, Love, Respect, Bravery, Honesty, Humility, and Truth.

### **The Position**

The Youth Case Worker is responsible for providing direct support to clients by using harm reduction, client-centered, anti-oppressive, and trauma-informed approaches. The Youth Case Worker will carry a caseload of clients who are experiencing a range of challenges such as, but not limited to, homelessness, living in poverty/unsafe environments, living with mental health, traumas, substance use, unemployment, social isolation, and/or history with the criminal justice system.

### **Duties and Responsibilities**

- Provide case management services to existing and new youth experiencing a range of challenges;
- Assess situations, presents and implements solutions, and completes corresponding documentation;
- Respond to inquiries, complaints, or emergency situations involving clients;
- Provide an advocacy role for clients;
- Utilize community resources to maximize the client's independence and to enhance the client's quality of life;
- Work cooperatively and maintain communication with team members and other service providers to provide a continuum of services and supports to youth;



- Coordinate services and follow-ups with youth and agencies to document use/success of referrals;
- Document youth-related activities accurately and in a timely manner within a computerized case management database;
- Create and maintain record-keeping for all client related matters and prepare correspondence and statistical information as per policy and as required by funding agreements;
- Coordinate skill-building activities and engage residents as required by funding agreements;
- Maintain current knowledge of legislation, services, resources, policies, programs, procedures, and issues affecting clients;
- Participate in regular supervision, case reviews, team meetings, youth council meetings, and training sessions;
- Commit to learn and use an Indigenous language reflective of the NCCT community;
- Other related duties as may be assigned.

#### **Qualifications:**

- Bachelor's degree in Social Work or a related field.
- Minimum of 2 years of related experience providing support to vulnerable youth living with or at risk of mental illnesses, problematic substance use, and/or addictions.
- Thorough knowledge and understanding of Indigenous people, culture, history, and traditions.
- An understanding of the therapeutic relationship, and an ability to agree with clients on goals/priorities while respecting their autonomy and individuality.
- Ability to practice active listening skills and ability to interact with clients in a positive and supportive manner.
- Crisis intervention skills, with well-developed problem-solving abilities.
- Strong knowledge of community services and other relevant agencies.
- Strong computer skills and ability to learn new programs relatively quickly.
- Excellent oral and written communication skills.
- Ability to work effectively within a team environment and to interact effectively with groups.

#### **Knowledge/Skills/Abilities:**

- Working in a manner that preserves confidentiality and seeks to minimize risk;
- Working in a manner that incorporates health promotion and recognizes the social determinants of health;
- Incorporating and strengthening collaborative and interdisciplinary teamwork;
- Respecting and valuing the diversities amongst youth;
- Contributing to the centre's activities to collect, analyze, and report on data and relevant information, and participate in research;
- Supporting the centre's student and volunteer placement programs;



**NCCT**  
NATIVE CANADIAN CENTRE OF TORONTO

16 Spadina Road, Toronto, Ontario, M5R 2S7

416.964.9087

416.964.2111

<http://ncct.on.ca>

- Promoting awareness of and participation in centre activities;
- Flexibility to work on a rotation of shifts.

***The successful candidate is expected to contribute positively to the implementation of the NCCT's vision and mission, operate in a collaborative team setting and maintain high and professional productivity levels and quality of service.***

***This is a full-time position. Salary is commensurate with qualifications and experience. Although preference will be given to Indigenous applicants (First Nations, Metis and Inuit), all qualified candidates are encouraged to apply.***

***We thank all applicants for their interest however only those candidates selected for interviews will be contacted.***

***If this position interests you, and you meet all of the above requirements, please submit your resume and a cover letter: <https://pesceandassociates.talentnest.com/en/posting/175359/location/214212>***

The Native Canadian Centre of Toronto is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR Consultants at [nstaffen@pesceassociates.com](mailto:nstaffen@pesceassociates.com) or [lvandenberg@pesceassociates.com](mailto:lvandenberg@pesceassociates.com) of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.