

# FOR YOUTH INITIATIVE

Internal/External Job Posting

POSITION TITLE: Post-Secondary Case Lead  
DETAILS: 1 Year Contract (with possibility of renewal)  
SALARY: \$45,000  
REPORTS TO: Senior Manager, Youth Programs  
START DATE: ASAP

## Organization Description:

For Youth Initiative (FYI) is a non-profit organization that has served, inspired and advocated for thousands of teens and young adults in York South-Weston since 1995. We provide year-around services and programs to local youth to meet their needs and empower them to reach their full potential. Every young person's journey is unique and their needs are too.

Our case management model supports young people regardless of where they come from and helps them get to where they want to be. Our programs and services are designed to support youth to graduate high school, enroll in postsecondary education, gain employment and prepare for adulthood.

## Position Summary:

The Post-Secondary Case Lead will report to the Manager of Youth Programs to create a supportive network for youth in York South-Weston. In this role you will provide mentorship, opportunities and resources to nurture and build the capacity of teens and young adults between ages 16 and 29. The goal of this program is to serve teens and young adults as they make important decisions that will shape their adult lives. The program focuses on educational attainment, training and employment to equip participants with resources needed to reach their full potential. The Case Lead will work closely with participants to identify individual needs, goals and interests. Weekly group events include skill development workshops, career speaker series and off-site visits to colleges, universities and career fairs. Participants are connected to post-secondary institutions or apprenticeships and will also receive assistance with applications for education, training, scholarships and grants.

The Case Lead will develop a one-on-one relationship with each youth on their caseload and work across sectors and locations to connect these youth to a variety of programs and resources. The Case Lead will leverage existing opportunities to enhance access to PSE, and will have a coordinating role in ensuring that efforts from cross-sectoral partners are aligned, coordinated and maximized. This would include: facilitating and bringing in facilitators for OSAP support, University/College/Trades applications, career exploration workshops, coordinating Post-Secondary Institutions and career-oriented site-visits, and managing FYI's Scholarship program. Ultimately, these efforts will help ensure that a greater number of youth will be able to navigate the complex options available to them, and these youth will have the meaningful relationships and support they need to achieve long-term educational and career success.

The Case Lead must outreach to, recruit and support youth participants in accomplishing self-identified goals relevant to personal and professional development. Case management in collaboration with internal and external service providers/partner organizations is an essential part of this position to ensure that appropriate service delivery and timely supports are provided. Lastly, the Case Lead will complete the required monitoring and evaluation activities to improve program outcomes based on feedback from youth, and support the Manager of Youth Programs to author reports to our Board and funders.

## **Main Tasks & Responsibilities:**

### **Outreach & Youth Engagement**

- Utilize innovative strategies for outreach, engaging in both traditional and non-traditional methods to engage hard-to-reach youth
- Engage youth to identify challenges, needs, barriers to accessing services in order to achieve goals and aspirations and support youth's preparation to enroll in a PSE program
- Provide youth with information, resources, contacts, referral services and case management support
- Engage potential partner organizations including service providers, school representatives, community members and the general public
- Conduct intake and needs assessment with youth to examine strengths, challenges and goals

### **Program Planning & Coordination**

- Implement and maintain strength-based and evidence-based professional standards of practice based on FYI's Program Practice Manual and HR policy
- Organize and coordinate program activities including workshops, networking events, site visits, etc. with internal and external stakeholders
- Develop and maintain a strong alumni network and collaborative partnerships with community stakeholders
- Host informal and dynamic space for peer-to-peer learning and reflective learning opportunities for participants

### **Case Management**

- Support participants to set self-identified goals to develop a comprehensive case management plan in accordance with FYI's Case Management Program Manual
- Manage a caseload of active youth participants and provide ongoing one-on-one case management supports that are tailored to the unique needs of the participant
- Ensure follow up on assigned action plans and continuously develop and re-evaluate
- Monitor participant's progress on personal and professional goals
- Liaise with internal and external stakeholders
- Identify and provide crisis resolution and solution-focused supports
- Maintain comprehensive client files and case notes utilizing FYI's database and case management system
- Reach and maintain yearly caseload targets

## Evaluation & Administrative Duties

- Organize and coordinate evaluation activities with participants to collect quantitative and qualitative data in a timely manner to ensure services are relevant, flexible and responsive recognizing that recipients' priorities and needs may change and evolve
- Provide weekly benchmarks, weekly reports and monthly report on targets
- Participate in staff and team meetings, trainings and professional development sessions
- Complete necessary administrative work and other documentation as required

## Required Qualifications:

The minimum level of education preferred is Bachelor's degree in Social Work, Social Service Worker, Education, Child & Youth Care, International Development, Teaching, or equivalent degree in a related field.

## Skills, Knowledge, & Experience:

Minimum of 1-2 years experience in the following areas:

- Project management and/or program coordination
- Experience working with youth and/or youth at greater risk of being NEET (Not in Education, Employment or Training)
- Experience in case management including developing systems and processes to ensure the careful assessment, referral, and follow-up of complex cases
- Able to work from an outcome-based and evidence-based programming model
- Experience outreaching and/or building relationships/partnerships with community stakeholders including community-based organizations, secondary and postsecondary schools and corporate entities
- Experience mentoring/coaching hard-to-reach youth
- Demonstrated ability to work in culturally diverse communities with a particular understanding of the challenges facing racialized youth from socioeconomically marginalized communities
- Demonstrated knowledge of strengths-based, client-centered, and solution-focused approaches
- Understanding of hard-to-reach youth-serving work in the community, challenges facing
- Knowledge and experience working within an anti-oppression and anti-racist framework
- Proficiency working with Microsoft Office Suite, client records software, Google Applications, social media, etc.

## Core Competencies:

- Established a high degree of good judgement, professionalism, empathy, and strong understanding and application of ethical principles
- Ability to set priorities and manage deadlines with excellent administrative, superior organizational and time management skills
- Demonstrated ability to take initiative and work independently with minimal supervision
- Acceptance and use of constructive criticism for personal and professional growth
- Capacity to work positively and collaboratively in a team environment
- Leadership mindset

### **Expected Job Outcomes:**

The position has an overall impact on accomplishing FYI's organizational key objectives to provide targeted investment and supports to youth in York South Weston. Positive outcomes of this position include: 1) increased number of youth accessing resources and connections relevant to higher education and/or employment; 2) increased number of youth completing higher education and securing employment; and 3) increased number of program graduates and community stakeholders.

### **Physical Requirements**

There are no significant physical requirements for this position.

### **Working Relationships:**

- Works under supervision of Programs Manager
- The position interacts with staff, supervisors, managers, volunteers of FYI, the general public, partner organizations, corporate partners, and other organizations.

### **Working Conditions**

- Hours of work - Works regular hours from 11:00am-7:00pm, Monday to Friday, with some requirement to work extended hours and weekends
- Location: Works from FYI, 1652 Keele Street, and may be required to work from other locations based on funders or programs changing requirements.

### **How to apply:**

**Applications are being accepted on a rolling basis so we encourage you to apply early**

Please send your cover letter, resume, and three references within one document in MS Word or PDF format by mail or e-mail to:

**ATTENTION: Hiring Committee**  
**1652 Keele Street**  
**Toronto, Ontario M6M 3W3**  
**Email: [hr@foryouth.ca](mailto:hr@foryouth.ca)**

*For Youth Initiative is committed to employment equity initiatives. We encourage residents of York- South Weston and surrounding communities and members of youth, ethno-racial, aboriginal, immigrant, francophone, refugee, LGBT and disabled community groups to apply and self-identify.*

*If accommodation is required during the hiring process, please advise at the time of application or contact the HR Manager. If you are selected, you will receive the HR Manager's contact info.*

**NO PHONE CALLS PLEASE**