



## Victoria Youth Empowerment Society Job Description

Revised Date: March 2017

Reviewed: January 2026

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**Position Title:** Residential Crisis Support Worker

**Program:** Kiwanis Emergency Youth Shelter (KEYS)

**Reports To:** KEYS Manager

### **Position Summary**

The Youth Empowerment Society is a non-profit community service agency offering support and services to youth and their families.

The Residential Crisis Support Worker is responsible for providing the necessary services and support to youth accessing the emergency youth shelter and their family support systems. Residential Crisis Support Workers aim to meet short-term physical, emotional and psychological needs of youth by providing support, screening and assessment, crisis response and counselling.

### **Duties and Responsibilities**

To perform the job successfully a Residential Crisis Support Worker must be able to consistently perform each essential duty adequately. Other duties may be assigned.

### **Youth Engagement and Service Planning:**

- Work with youth and their family support systems, and others when appropriate, to complete initial and ongoing assessments and developing of individualized service plans. This includes brief screening, risk and safety, and basic comprehensive assessments.
- Facilitate referrals to appropriate community services, including identified medical, mental health, addictions, legal and family services.
- Provide direct on-site supervision and support of youth residing in the program.
- Provide behavioural management skills and crisis intervention to best support youth and create a safe and stable environment.
- Actively participates in service planning activities including accurate and up to date documentation and well-organized maintenance of client files.
- Liaison with referral sources and other agencies, involving family members and others when appropriate, participating in integrated case management conferences.
- Support youth to participate in the development and implementation of individualized short-term goals and establishing a discharge plan.
- Provide behavioural management skills, crisis intervention and risk reduction services to best support youth and families as well as create a safe and stable



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environment, especially around issues such as trauma, suicidal ideation, mental health and addictions.

- Demonstrate a level of cultural sensitivity and understanding of the client population.
- Form mutually respectful partnerships with persons served and their family support systems to address any issues and problems they face.
- Accept the clients' rights to self-determination and individuality. Must not discriminate on the basis of race, ethnicity, language, religion, marital status, gender, sexual orientation, age, abilities, socio-economic status, political affiliations, or national ancestry.
- Demonstrate a youth centred strength-based approach.
- Maintain a positive conviction about the capacity of people to grow and change.
- Set appropriate boundaries, intervenes appropriately and maintains a helping role to meet the needs of the persons served or other family members.
- Recognize persons with special needs and makes appropriate referrals.
- Advocate on the client's behalf, when appropriate.

### **Program Support and Administration:**

- Maintain a collaborative and cooperative working relationship with MCFD, other agencies, professionals, ministries and the community.
- Collect client and program feedback from youth, their support systems, and stakeholders.
- Initiate follow-up services and program evaluation with youth and referral agents after discharge from the program.
- Write reports and attends staff meetings as required by the Youth Empowerment Society.
- Fulfill the requirements of health and safety policies and emergency procedures and protocols.
- Work respectfully in partnership with other team members, including referring authorities.
- Participate in supervision meetings with Manager as required.
- Accept and responds to supervision and follow through on suggestions and direction.
- Monitor and manages own attitudes, behaviours, well being, and professional development in relation to increasingly challenging client populations and complex or sensitive presenting issues such as trauma and abuse.
- Complete food inventory and meal preparation including the preparation of meat.
- Perform light housekeeping and basic building maintenance duties.



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- Fulfill the requirements of training needs to meet the standards of accreditation as established by agency policy.
- Participate on internal and community committees as required.
- Provide support and assistance to other YES programs.

### **Professional and Personal Qualifications**

The requirements listed below detail the knowledge, skill, and/or ability required to perform the duties and responsibilities of the job.

The Residential Crisis Support Workers will need to demonstrate a good standard in a number of the competencies listed within the agency's competency framework. A summary of the competencies has been attached to this job description. The knowledge and skills required to demonstrate these competencies are integrated into the role of this position. The achievement of competencies is reviewed within the performance recognition and development plan.

### **Education:**

- Preference is a bachelor's degree in Child and Youth Care, Social Work or in a related human services field.

### **Required Experience:**

A minimum of 6 months experience which includes:

- Knowledge and experience with high-risk youth and their families.
- Experience working with high-risk youth and families in a counselling or other helping capacity.
- Experience with community-based programs and related community support systems.

### **Knowledge:**

- Basic understanding of child and adolescent development.
- Basic understanding of brief and comprehensive assessments, counselling, engagement skills and intervention approaches.
- Established practice in maintaining appropriate and confidential boundaries and other basic counselling ethics.
- Established practice involving families, foster care system, community, intervention programs, the Ministry for Children and Families and other systems in service planning with youth.
- Demonstrated awareness of community resources for youth and families.



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### **Skills and Abilities:**

- Demonstrated ability to work constructively and cooperatively in a team setting.
- Demonstrated ability to use basic engagement techniques and evidence-based counselling approaches.
- Skills to conduct and apply intake screenings, assessments and crisis response.
- Ability to apply professional ethics to the general work situation.
- Ability to establish and maintain effective collaborative and constructive liaisons/relationships with a variety of individuals and groups, including clients and families, ministries, other agencies etc. and provide effective community referrals.
- Maintain timely and accurate documentation, consent, confidentiality and duty to report practices.
- Prepare and delivers appropriate, clear and concise oral and written communication
- Demonstrated ability to perform basic computer and Internet skills.

### **Conditions of Employment**

- Work a variety of shifts which may include overnight awake shifts. Most shifts are eight or twelve hours in length with the occasional four-hour shift depending on necessity.
- Full-time staff is required to work for 40 hours per week. Part-time and relief staff are responsible to ensure they do not exceed 40 hours a week without the permission of the KEYS Manager.
- The first 3 months of employment constitute a probationary period, at the end of which a performance appraisal is conducted to determine the suitability of the employee for further employment.
- Must have clearance from the *Authorization for Criminal Records Search* prior to commencing employment
- Must have Emergency First Aid and Food Safe certification.
- Follow the Code of Ethics, Mission Statement, and Policies and Procedures of The Victoria Youth Empowerment Society and abide by the relevant rules and reporting guidelines as set out by the Ministry for Children and Families and other appropriate governing bodies.

### **Special Working Conditions**

- This position requires working in a stressful environment often dealing with groups of youth and youth in crisis situations.
- This position requires flexibility in working hours including mornings, afternoons and overnight shifts.



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- There may be moderate exposure to undesirable environmental working conditions which may require certain safety precautions i.e. client aggression, exposure to client health issues, etc.

I have read the job description and understand what is expected of me as a Residential Crisis Support Worker for the Victoria Youth Empowerment Society.

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Employee name and signature

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Date