



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: YOUTH ENGAGEMENT COORDINATOR
DEPARTMENT: COMMUNICATIONS & ENGAGEMENT
POSITION TYPE: FULL TIME UNION AUXILLIARY
PAY GRADE: PAY GRADE 9 (under review)
LAST UPDATED: OCTOBER 18, 2023 (under review)

NATURE AND SCOPE OF WORK

Reporting to the Manager of Communications & Engagement and working closely with the West Shore Parks & Recreation Youth Recreation Programmer and local social service providers, the Youth Engagement Coordinator will play a pivotal role in developing and implementing youth programs to increase youth engagement in Colwood and foster the well being and success of youth in our community.

One of the primary tasks of the position will be to oversee the compiling and maintenance of a centralized, client-centred waitlist for youth social services on the West Shore, supporting service providers to match youth with available services, activities, or groups with the goal of supporting positive mental health and wellness in a timely way.

TYPICAL DUTIES AND RESPONSIBILITIES

- Establishing connections with youth social service providers on the West Shore, specifically the West Shore Parks & Recreation Youth Programmer and the Safe Space program;
- Liaising with service providers, youth and families, including those in imminent risk, to support timely referrals to available and appropriate services;
- Assisting with the programming and delivery of West Shore Parks & Recreation Safe Spaces Youth Programs;
- Working in partnership and collaboration with other Youth Service providers to support a community of practice;
- Understanding youth issues within Colwood as described in the Middle Years Report of the Building Safer Communities Strategy (May 2023);
- Develops tactics to engage youth to gather feedback and data to support ongoing improvements to youth services in Colwood and on the West Shore (through focus groups or through other engagement tools);
- Assist with the development of content for marketing and promotional purposes;
- Presents program updates to City staff leadership and Colwood Council; and
- Performs other social and community engagement related duties as required.



MINIMUM TRAINING AND EXPERIENCE REQUIRED

- University or college degree in Child and Youth Care, Social Work, or a related area.
- A minimum of two years' experience working with youth, preferably in an outreach capacity, or an equivalent combination of education and experience.
- Level 1 First Aid and/or Mental Health First Aid certification(s) is a strong asset
- A valid Class 5 BC Driver's License and access to use of a personal vehicle is an asset
- The successful candidate will be required to supply a current Criminal Record Check for vulnerable sector

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Extensive knowledge and understanding of youth services, community resources, and opportunities for youth.
- Experience working with youth in a community setting and knowledge/awareness of at-risk populations and diverse lifestyles and cultures.
- Demonstrated conflict resolution, advocacy, crisis intervention, and mediation skills.
- Demonstrated leadership, problem-solving and customer service skills.
- Program development, coordination and the ability to gather, interpret and implement performance measures.
- Ability to monitor and work conscientiously within a budget, as well as maintain records and compile reports.
- Proven ability to generate new ideas and organize special events within a budget.
- Demonstrated experience working collaboratively with a variety of partner agencies;
- Working knowledge of standard casework techniques and their application to behavioural, social and family problems;
- Ability to engage youth in activities;
- Excellent writing and verbal communication skills
- Excellent interpersonal and group facilitation skills.
- Strong organizational and time management skills.
- Ability to work independently with a problem-solving lens.
- Demonstrated ability to work well as a part of a team and to bring energy and passion to the work.
- Proficient in the use of Office Suite software and applications (e.g., MS Word, PowerPoint, Excel, Outlook and virtual platforms such as Zoom and Teams) and operate standard office equipment.
- The ability to be flexible is key with this role as evening and weekend work may be required.
- Demonstrate understanding and application of the following competencies:
 - Adaptability: Willingness to be flexible in a changing environment.
 - Relationship Building: Establishes and maintains respectful and cooperative working relationships.
 - Effective Communication: Communicates effectively with others.
 - Problem Solving: Recognizes and acts to resolve problems.
 - Organization: Organizes the work so that others will understand it and will be able to achieve the City's goals.



- Collaboration: Uses a consultative approach to initiate and foster a spirit of cooperation to achieve corporate goals.
- Customer Focus: Provides excellent service to both internal and external customers.

WORKING CONDITIONS / JOB ENVIRONMENT

Work is conducted in an office environment within a public facility or a home office setting when appropriate and with approval. Some travel within the region will be required for offsite meetings and events. Regular working hours may include evenings or weekends to accommodate youth programs that take place outside of business hours.