



Youth Support Worker

Nimkee Nupigawagan Healing Centre

Job Description Summary

Overview

\$25.00-\$27.00 per hour

Nimkee Nupigawagan Healing Centre provides a culturally grounded, trauma-informed residential healing program for Indigenous youth. Rooted in Indigenous teachings, relational accountability, and traditional healing practices, our team supports young people in reclaiming identity, strengthening responsibility, building resilience, and restoring hope.

The Youth Support Worker plays a vital role in supporting Indigenous youth on their healing journey. Working from a holistic, trauma-informed, strengths-based, and relationship-centred approach, the Youth Support Worker helps create a safe, respectful, and nurturing environment where young people can develop hope, strengthen their identity, build healthy relationships, and move toward lifelong wellness.

Reporting to the Manager of Services, the Youth Support Worker provides direct care, emotional support, crisis intervention, behavioural coaching, life skills development and recreational programming, while promoting the physical, emotional, mental, spiritual, and cultural wellbeing of each young person.

The Youth Support Worker recognizes that healing occurs through meaningful relationships, community, and consistent, caring support. Staff are expected to model respect, humility, emotional regulation, professionalism, and relational accountability while working collaboratively with youth, families, Elders, Knowledge Keepers, Traditional Helpers, and community partners.

Key Responsibilities

Direct Youth Care & Healing

- Develop safe, trusting, and respectful relationships with young people through consistency, empathy, and authentic engagement.
- Provide culturally grounded, trauma-informed, and strengths-based support within a residential treatment environment.
- Support and supervise daily routines, including:
 - Mealtimes and healthy eating
 - Activities and recreation
 - Cleaning, tidying, and shared living responsibilities

- Organizing and putting away program supplies
- Facilitate life skills development (hygiene, routines, responsibility, communication)
- Support youth in achieving individualized treatment, wellness, education, and life goals.
- Assist youth in developing emotional regulation, healthy relationships, communication, conflict resolution, independence.
- Encourage positive peer relationships and model respectful interactions.
- Support youth participation in educational programming, recreation, wellness activities, cultural teachings, and community experiences.
- Assist youth in developing confidence, resilience, leadership skills, and personal responsibility.
- Recognize and celebrate each young person's unique strengths, gifts, identity, and potential.

Indigenous Cultural Support & Land-Based Healing

- Support cultural team and youth participation in ceremonies, cultural teachings, seasonal activities, and land-based healing experiences
- Demonstrate respect for Elders, Knowledge Keepers, Traditional Helpers, and Indigenous cultural protocols.
- Assist youth in understanding traditional teachings related to respect, responsibility, relationships, balance, and community.
- Help create culturally safe environments that honour Indigenous knowledge systems alongside clinical practice.
- Participate respectfully in cultural learning opportunities and continue developing personal cultural competency and humility.

Crisis Intervention & Safety

- Respond effectively to behavioural crises using trauma-informed, culturally safe, and therapeutic intervention strategies.
- Complete suicide risk response, life promotion, safety planning, and crisis intervention when required.
- Participate in youth stabilization following critical incidents.
- Utilize Nonviolent Crisis Intervention techniques when necessary to ensure the safety of youth and staff.
- Conduct room checks while maintaining youth dignity and privacy.
- Monitor youth health, wellness, behaviour, and safety.
- Administer medications and maintain accurate Medication Administration Records (MAR).
- Maintain a safe, clean, warm and welcoming living environment.

Documentation & Clinical Responsibilities

- Complete accurate, objective, and timely documentation, including case notes, incident reports, medication records, observations, and incident reports.
- Maintain documentation within SOR-RL and other organizational information systems.
- Complete mandatory reporting responsibilities in accordance with the Child, Youth and Family Services Act (CYFSA).
- Participate in case conferences, treatment planning, discharge planning, and multidisciplinary team meetings.
- Contribute to continuous evaluation of youth progress and treatment outcomes.

Family & Community Engagement

- Support youth in maintaining healthy connections with family, caregivers, communities, and support networks whenever appropriate.
- Encourage positive family engagement during visits, meetings, and programming.
- Assist youth in preparing for successful reintegration into their home communities.

Team Collaboration

- Work collaboratively with clinical staff, cultural staff, Elders, Knowledge Keepers, educators, families, and external service providers.
- Participate actively in supervision, team meetings, debriefings, reflective practice, and professional development.
- Share knowledge and contribute to a respectful, supportive, and collaborative workplace culture.
- Demonstrate professionalism, accountability, and effective communication in all interactions.

Core Competencies

Cultural Safety, Humility & Reconciliation

Demonstrates an ongoing commitment to cultural humility, reconciliation, anti-racism, anti-oppressive practice, and Indigenous self-determination. Respects Indigenous ways of knowing, being, and doing and understands the impacts of colonization, residential schools, systemic discrimination, and intergenerational trauma.

Indigenous Worldviews & Holistic Healing

Understands and supports holistic models of wellness that recognize the interconnectedness of physical, emotional, mental, spiritual, family, cultural, and community wellbeing. Values Indigenous knowledge, ceremony, language, land-based learning, and traditional teachings as essential components of healing.

Relational Accountability

Builds respectful, trusting relationships based on honesty, consistency, reciprocity, humility, and accountability. Recognizes the importance of relationships in supporting healing and works collaboratively with youth, families, communities, and colleagues.

Strength-Based Practice

Recognizes the gifts, strengths, resilience, and potential within every young person. Supports youth in building confidence, hope, leadership, cultural identity, and personal responsibility rather than focusing solely on deficits or behaviours.

Qualifications & Experience

- Diploma or degree in Child and Youth Care, Behavioural Sciences, Social Work, Social Service Work, Addictions, Psychology, Indigenous Studies, Recreation, Education, or another related field is Strongly preferred.
- Equivalent combinations of education, training, lived experience, and relevant work experience will be considered.
- Personal Support Workers (PSWs), Early Childhood Educators (ECEs), Educational Assistants (EAs), Developmental Service Workers (DSWs), Recreation staff, and individuals with other relevant backgrounds are encouraged to apply.
- Indigenous applicants and applicants with lived experience are strongly preferred.
- Individuals with significant lived experience, cultural knowledge, leadership experience, coaching, mentoring, or community involvement who demonstrate the skills and qualities necessary to support youth are encouraged to apply.
- Experience working with Indigenous youth, families, communities, or within culturally grounded programs is considered a strong asset.
- Strong understanding of trauma, intergenerational trauma, youth development, mental health, substance use, and the impacts of colonization is considered an asset.
- Demonstrated ability to maintain emotional regulation, professionalism, and sound judgment in dynamic or crisis situations.
- Excellent interpersonal, communication, and relationship-building skills.
- Ability to adapt to the changing needs of youth and work effectively within a collaborative multidisciplinary team.
- Strong organizational, documentation, and computer skills considered an asset.

Required Credentials (upon hire)

- Vulnerable Sector Check/Broad Record Check
- Emergency First Aid & CPR
- Nonviolent Crisis Intervention (CPI)
- Physical Assessment/Medical
- Valid Driver's License & Driver's Abstract

Working Conditions

- Work with youth experiencing trauma, substance use, grief, and complex behavioural needs
- Exposure to high-stress crisis environments
- Participation in Indigenous ceremony, including exposure to smudge, sacred medicines, and ceremonial practices
- Indoor and outdoor work environments
- Exposure to varied weather conditions
- Participation in multi-day crisis response efforts when required
- Shift work including days, evenings, weekends, and overnight and flexible hours based on programming needs
- Must be able to work 12 hour shifts

Required Training

- ☐ Accessibility for Ontarians with Disabilities Act (AODA) Training
- ☐ Cultural Competency
- ☐ CPR First Aid
- ☐ ASIST Training/Life is Sacred
- ☐ CPI (Nonviolent Crisis Intervention)
- ☐ Fire Safety Training
- ☐ Fire Extinguisher Training
- ☐ Knowledge Test - Physical Restraints & Non-Use of Mechanical Restraints
- ☐ CCPC Global Accreditation Certification (Support Workers)
- ☐ Infection Prevention Training
- ☐ Hygiene Training
- ☐ Safe Food Handling
- ☐ Serious Occurrence Training
- ☐ WHMIS
- ☐ Workplace Violence Prevention
- ☐ Diversity Training (2SLGBTQIA+)
- ☐ Pharmacology Training

Equity Statement

Preference will be given to Indigenous applicants (First Nations, Métis, Inuit) in accordance with Section 14 of the Ontario Human Rights Code. Applicants with lived experience connected to healing, recovery, land-based practices, and community are strongly encouraged to apply.

Closing Statement

The Youth Support Worker plays a vital role in supporting young people through their journey at Nimkee Nupigawagan Healing Centre. Through consistent, caring relationships, this role provides direct support, crisis intervention, life skills development, behavioural coaching, and recreational and cultural programming to help youth strengthen their identity, build resilience, and move toward lifelong wellness.

Working collaboratively with Elders, Knowledge Keepers, clinical staff, families, and community partners, the Youth Support Worker helps create a safe, respectful, and healing environment that honours Indigenous ways of knowing, culture, community, and connection to the land.

The organization is committed to providing a culturally safe, trauma-informed, and respectful workplace that honours Indigenous ways of knowing, healing, and community care.