



Job Situation

Downtown drop-in centre. Dealing with youth. Teamwork, co-operation. Computer, phones. Stressful, challenging. Reporting to Project Manager. Flexible hours, rotating shifts.

Weekly Hours of Work

35

Overtime

As required

Monthly Salary

\$2,800

Student Loan – Owing

\$20,000

Student Loan – Monthly Payment

\$280

Duties

Contact at-risk youth. Counsel, assist, educate clients. Liaise or mediate for clients. Refer to specialists. Keep records and files. Write reports.

Prospects

Outreach project manager. Resource person. Counsellor. Consultant.

Job Title

Outreach Worker, Youth Services

National Occupational Classification (NOC)

4212

Job Description

When you start a day shift, your co-worker brings you up to date on the events of the previous night. Your job can be stressful if you let it get to you, and talking to someone who understands is the best cure for that. When he leaves, you do some follow-up on his night's contacts, making phone calls to Legal Aid, the police, the hospitals, or the social services offices and ensure that all of this is well documented.

Some of the young people who come in the mornings are in good shape, up early to get a turn at the phone or the computer, and checking the job board for a day's casual employment. It's almost impossible to get a regular job without a phone and you can't even get social assistance if you don't have an address, which many of your clients don't. You concentrate your efforts on the ones who come early because they've been up all night and are looking for warmth, comfort, and something to eat if a sponsor drops off some freebies.

You are a good listener and you communicate well with them as to where they can find help, offering to make phone calls or accompany them if they want. Sometimes they do. Afternoons are a good time for posting information about the centre, health clinics or lost kids. You visit places where young people hang out, to find out how they are, what you can do, and warn them of new hazards on the street. Sometimes they know where a runaway is and will pass a message from the parents.

Night shifts are usually quiet, but a lot of serious work gets done on the help line. The doors are supposed to be locked after 11:00 p.m. but you just can't leave a really young kid or someone with a small child on the street all night. Sometimes people knock on the door with the kind of emergency that requires an ambulance or police intervention. Then you really need your buddy's sympathetic ear in the morning, but feel even more committed to your job and your university studies.