

Job Class Profile: Youth Care Counsellor**Pay Level: CG-34 Point Band: 742-765**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	5	4	6	4	4	4	1	6	
Points	233	83	25	29	120	87	83	21	64	745

JOB SUMMARY

The Youth Care Counsellor performs professional counseling, direct care, and custodial work within a designated Secure Custody and Remand Youth Corrections Facility.

Key and Periodic Activities:

- Performs professional counseling and responsible safety, security and program implementation; interviews offenders upon admission and completes an intake assessment for purposes of measuring the maturity level and criminogenic needs of resident; performs both individual and group counseling to young offenders; conducts regularly structured group meetings to deal with behavior; attends case conferences; delivers learning programs such as social life skills, literacy training, recreation, substance abuse, anger management, behavior evaluation, vocational programs, etc.
- Maintains supervision of residents on an assigned shift; notes any medical problems and/or psychiatric disturbances in youth and refers to supervisor; supervises the taking of prescribed or over-the-counter medication as authorized by competent medical authority; supervises when youth requires transportation, escort services, personal searches or medical intervention; physically intervenes in an appropriate manner when youth are exhibiting violent or destructive behavior which may pose a threat to the well-being of others, themselves or property and when situations are indicative of an escape attempt.
- Conducts activity programs within the facility; guides and instructs residents individually or in groups regarding correct social behavior, adherence to rules, fair play, acceptable table manners and personal hygiene; guides and supervises appropriate work habits; sets acceptable examples in conduct, speech, dress and deportment; and participates as a member of various work teams in all aspects of resident rehabilitation.
- Escorts and supervises residents within the building and to off-site appointments and reports pertinent consequences of these appointments to superiors; escorts visitors to facility and maintains supervision during visitor/resident interchange; records behavioural progress on assigned individual residents utilizing the Behavior Evaluation System; and informs residents of their legal rights.
- Ensures that the physical environment of the living unit is acceptable in terms of safety, security and cleanliness by performing routine inspection and maintenance duties; directs and supervises residents in routine cleaning and housekeeping tasks and reports any damage, defects or malfunctions.
- Actively participates in staff training activities and meetings; may be required to give police

Key and Periodic Activities:

- statements, appear in court, and provide escort services to residents through the use of facility vehicles.
- Maintains security requirements of the institution by ensuring resident compliance with rules and regulations and monitors young offender activity in terms of potential security breaches; conducts both formal and informal counts of assigned young offenders; makes regular shift-by-shift security checks of all resident living areas and facility grounds; conducts personal security searches; conducts curfew checks for residents on temporary release; applies mechanical restraints in accordance with the Security Risk Classification System; operates surveillance equipment in accordance with institutional policies and procedures.
- Participates in the development, implementation and evaluation of certain unit-based and front-line programs, policies and regulations to address the criminogenic needs of residents.
- Manages the Behavior Evaluation System which documents the youth's behavior in seven categories, the Resident Allowance Program and Resident Canteen Requests.
- Provides on-the-job training for other Youth Workers, student field placements and volunteers in such areas as First Aid, CPR, non-violent crisis intervention, etc.
- Performs other related duties as required.

SKILL**Knowledge****General and Specific Knowledge:**

- First aid, suicide intervention, therapeutic crisis intervention, Youth Criminal Justice Act, Child and Youth Care Protection Act, internal policies and procedures, and other training as set out by the organization.

Formal Education and/or Certification(s):

- Minimum: Graduation from an approved college or university with a degree in the social sciences or related field supplemented by required in-service training courses such as First Aid, CPR, etc.
- Class IV Driver's License is required.

Years of Experience:

- Minimum: 1-2 years experience, preferably in a residential setting for young offenders.

Competencies:

- Ability to adapt to a broad range of social and interpersonal situations and develop creative responses.
- Ability to instruct/mentor residents.
- Ability to apply evaluation system to rate residents.
- Ability to operate vehicle while ensuring resident safety.
- Ability to operate surveillance equipment, mechanical restraints etc. in accordance with institutional policies/procedures/programs.

Interpersonal Skills

- A range of interpersonal skills are used to listen to information and ask questions, provide

routine and complex information to others, provide care/comfort to others, instruct/train, coach/mentor, deal with angry or upset people, gain the cooperation of others to complete work, provide expert advice and counselling, and resolve disputes between people.

- The most significant contacts are with (1) residents, (2) coworkers, (3) and immediate supervisor.
- Examples of daily interpersonal and communication skills: (1) interviews offenders upon admission and completes an intake assessment; (2) performs both individual and group counseling to young offenders; (3) guides and instructs residents individually or in groups regarding correct social behavior, adherence to rules, fair play, acceptable table manners and personal hygiene; (4) guides and supervises appropriate work habits; (5) sets acceptable examples in conduct, speech, dress and deportment; (6) participates as a member of various work teams in all aspects of resident rehabilitation; (7) intervenes in an appropriate manner when youth are exhibiting violent or destructive behavior which may pose a threat to the well-being of others, themselves or property and when situations are indicative of an escape attempt.

EFFORT

Physical Effort

- Work demands occasionally result in fatigue requiring periods of rest.
- Regularly lifts/moves objects/files up to 10 lbs and occasionally moves/lifts objects in excess of 50 lbs. (i.e. restraining or moving a young person during an outburst or physical threat.)
- Constant sitting, standing, walking, fine finger precision work, and gross motor skills.
- Examples of physical effort: case administration/file maintenance; transportation of residents to appointments etc in institutional vehicle; case counselling and supervision; conducting searches; security checks of facility, grounds, and perimeter; or implementing discipline.

Concentration

- **Visual** concentration is required while conducting security and monitoring young offenders; conducting counselling and observing non-verbal cues and behaviours; watching residents' behaviour for changes; being aware of sharp objects, drugs, or alcohol; and conducting curfew checks.
- **Auditory** concentration is required while actively listening to what is occurring or being said by residents often in a loud environment; listening for unusual sounds (i.e. drug use); listening to situations to ensure they do not escalate to aggression; and actively listening during counselling sessions.
- **Other sensory concentration** such as sense of smell is required to detect drugs, tobacco use, alcohol, or possible fire.
- **Alertness to the health and safety of others** is required as residents may be involved in high risk behaviours that require a high level of attentiveness on the part of staff such as drug use or suicide; residents may be in conflict with other residents or pose a threat to staff; and while observing medical issues/problems or psychiatric disturbances to ensure appropriate action is taken as necessary.
- **Higher than normal levels of attentiveness** is required for supervision of residents, crisis intervention, security check of facility and grounds.
- **Time pressures and deadlines** occur when escorting young person to appointments,

<p>conducting case counselling, program delivery schedules, and secure custody reports are required.</p> <ul style="list-style-type: none"> — Interruptions and lack of control over the work pace occur when conflicts between residents require immediate attention/mediation or when there are agitated or aggressive residents. — Repetition requiring alertness occurs for curfew checks, security checks of all resident living areas and facility grounds and file administration/note taking. — Eye hand coordination is required for computer work and driving facility vehicle.
Complexity
<ul style="list-style-type: none"> — Tasks are generally different but related and involve a wide variety of responsibilities and situations. Challenges and problems range from those that can be resolved using standard work processes, to those that require analysis of the issue and the development of solutions in a team environment. — Typical challenges include: (1) working with young people who have challenging behaviours; (2) maintaining a secure and safe environment for staff and residents; (3) intervening appropriately when residents exhibit violent or destructive behaviour; (4) crisis intervention. — When addressing typical challenges/problems can reference the daily checklist, internal policies and procedures, related legislation, or advice/guidance from supervisor.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work tasks are generally prescribed and controlled. — Work is performed independently within established policies and procedures and is reviewed by a supervisor through discussion, review of reports, and analysis of results obtained. — Highly accountable and responsible for the residents on their units and take on the functional responsibility for managing the residents' case plans, performing curfew checks, interviewing, counselling, and may participate in program development. — A high level of judgement and discretion is exercised in situations where police intervention is necessary, when medical attention is required, or utilizing a physical intervention.
Impact
<ul style="list-style-type: none"> — Tasks can have a positive or negative impact on immediate work area, the department, and on residents and their families. Additionally there are impacts on finances, facilities, health and safety, and human resources. The completion of tasks directly impacts both employees and residents at the facility, as well as programs offered. Impact is felt in the day to day operation of the facility, the care/support/security of residents, and other professions such as social work. — Consequences and/or errors are normally identified and resolved within hours of identification. — Significant mistakes could result in a major security or health and safety issue for residents and staff, and possibly the community.
Development and Leadership of Others
<ul style="list-style-type: none"> — There is no supervision of staff. — Required to be constant role models to residents and provide on the job guidance, advice,

feedback, and mentoring to new and junior employees.

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to use universal precautions, protective clothing, and safety protocols at all times including wearing belts with handcuffs and two-way radios so they are in contact with control unit at all times and can readily access assistance in an emergency situation; gloves are required in certain situations such as cleaning contaminated surfaces or working with residents who have infectious diseases, or any exposure to bodily fluids. Medications and files must be locked at all times.
- There is a significant likelihood of minor cuts, bruises, abrasions or minor illnesses, fractures or other injuries, and occupational illness resulting in disability.
- Constant exposure to unusual/distracting noise, dirt/dust/garbage, hazardous chemicals, infectious diseases, bodily fluids, odours, wet or slippery surfaces, lack of privacy, fire, physical dangers or threats, sharp objects, adverse weather, and travel/client transportation.
- Examples of environmental working conditions: physical threats from residents, residents with sharp objects, residents with infectious diseases, taking residents to appointments in adverse weather conditions, intervening in a crisis situation, and the application of restraints.