



Director of Youth and Outreach Services

Job Title:	Director of Youth and Outreach Services
Job Type:	Full-Time, Permanent
Location:	Niagara Region
Hours of Work:	35 hours/week, with evening and weekend hours as required
Hourly Rate:	\$40.09 - \$47.38 per hour
Reports To:	Executive Director
Posting Date:	Tuesday March 24 th , 2026
Closing Date:	Tuesday March 31 st , at 4:00 pm

Position Summary

The Director of Youth and Outreach Services will provide direct clinical supervision to a youth team that delivers services to children, youth, and families. The Director will also provide direct clinical supervision to a team offering outreach addiction services to individuals in the community who face transportation or other barriers to accessing care.

In addition, the Director of Youth and Outreach Services will be a member of the Leadership Team. This role requires demonstrated experience in harm reduction, safety planning, and crisis intervention, as the Director will be responsible for overseeing assessment, treatment, and case management services for youth and individuals at risk in the community where substance use is the primary concern

Qualifications

- A relevant undergraduate degree plus five years of addiction experience, with a master's degree preferred
- Minimum two years in a supervisory role in a similar setting preferred
- Registered with a regulatory college with the ability to provide clinical supervision to others (i.e. Ontario College of Social Workers/Social Service Workers, College of Registered Psychotherapists of Ontario)
- Core training in Dialectical Behaviour Therapy (DBT) is considered an asset

- Knowledge of various evidence-based modalities
- Experience using CRMS and other client databases
- Experience working in a trauma informed care setting.
- Current criminal record check for vulnerable sector
- Current First Aid and CPR certification, preferred
- Valid Driver's license and insurance

Skills & Abilities

- Demonstrated ability to work co-operatively and negotiate effectively within a team of service providers
- Excellent written and oral communication skills, problem solving, advocacy and assessment skills
- Crisis and adverse situation management with staff, clients and families
- Understanding the changing needs of the community and responding appropriately where service gaps are experienced
- The capability to make sound decisions, based on various changing factors
- Ability to prioritize tasks and resources for yourself and team

Details of Position/Hours of Work

Regular work week is 35 hours/week, with weekend and evening work as needed

The Director of Youth and Outreach Services may be required to provide services throughout the Niagara Region.

Compensation & Benefits

CASON offers a supportive work environment and a competitive benefits package that prioritizes employee well-being, financial security, and professional growth, including:

- Salary range of \$40.09 per hour to \$47.38 per hour, based on education and years of experience.
- Comprehensive health and dental benefits available after 3 months, including extended health care, prescriptions, dental, vision, paramedical services, travel insurance, gender affirmation care, long-term disability, life and AD&D, and an Employee Assistance Program (EAP).
- Employer-matched pension plan after 6 months (3% employer contribution matched with 3% employee contribution), with optional voluntary contributions and access to a Financial Advisor.
- Professional support, including coverage of regulatory college fees (OCSWSSW and CRPO).
- Generous paid time off, including 2 weeks' vacation to start (increasing to 3 weeks after 1 year), 16 paid health days, and 2 personal days annually.

Duties and Responsibilities

1. Supervision and provision of service in the following provincial services categories:

- Entry
- Assessment and referral
- Initial treatment planning
- Youth Substance Use Services
- Early Intervention & Prevention Services
- Family Counselling

2. **Clinical Services**

- Provide services within an understanding of the context of oppression, poverty and diversity

- Model and encourage client engagement in all domains of service
- Facilitate individual and group counselling sessions, relapse prevention, crisis intervention and family counselling as needed

3. Client Liaison/Advocacy

- Coach clients into skillful behaviour so they are able to intervene on their own behalf
- Maintain a professional counselling relationship between the client and counsellor
- Develop linkages and maintain effective working relationships with other community services and agencies to facilitate contacts and services for youth and their families
- Ensure that clients are informed of office policies and grievance procedures when applicable
- Ensure that supervisees maintain or preserve a professional counselling relationship with the client
- Intervene and/or support supervisees' intervention on client's behalf, as requested or indicated, with other agency staff or other community services

4. Administrative

- Ensures maintenance of clinical records and data collection that are current, accurate and consistent with clinical, research/treatment outcome, ethical and legal requirements.
- Ensure that supervisees maintain a complete, accurate and comprehensive clinical record of each client contact according to agency policy and procedures
- Report statistics about clinical activities using designated agency format
- Complete monthly, annual and other reported documentation as required in a punctual and comprehensive manner, including human resources reporting
- Oversee staff attendance and address any program coverage, vacation request or health time

5. Team and Organization Responsibilities

- Lead, manage, provide ongoing support and feedback, as well as provide direct clinical supervision to the Youth and Outreach team
- Ensure supportive, strengths-based, trauma-informed, anti-racist/anti-oppressive social justice and harm reduction approaches are utilized in all aspects of program planning and direct service
- Regularly collaborate with The Leadership team; including participating in any recruitment activities related to the Youth and Outreach Team, as well as contributing to the development and implementation of youth or outreach focused programs that address any service gaps and meet the needs of clients
- Coordinate regular team meetings, as well as regular one-on-one meetings with individual supervisees
- Ensures staff participation in program planning and evaluation through membership on agency committees and regular staff meetings.
- Ensure program services meet best practice guidelines and meet client need through regular feedback from staff through regular team meetings, coordination of surveys/evaluations, etc.
- Work collaboratively with the Youth and Outreach Team to develop outreach strategies that meet client needs.
- Ensure client and family rights are respected and addressed in accordance with legislation and the agencies policies and procedures.

- Ensure safety and well-being practices are implemented; this includes being knowledgeable of Universal Care precaution practices, emergency systems and procedures in dealing with crisis situations, communicable diseases, and duty to report.
- Liaises with community partners and other agencies in a manner that promotes the agency's reputation and facilitates quality care for shared clients and collaborative programming.
- Contributes to the development and implementation of a public relations and marketing plan.
- Representative on local, regional and provincial groups for the purposes of networking and contributing to the attainment of group objectives.
- Participates in agency work delegated to committees related to staff development, program planning, social activities, community information, etc.,
- Shares information and constructive observations with supervisees that promote clinical and administrative activities of the agency, including review and consultation,
- Commitment to research investigations, pilot projects, etc. that may be undertaken by the agency.
- Helps ensure the organization and program objectives are met.
- Participates in public education, placement student mentoring, professional development activities, program development, planning groups, etc.
- Demonstrates interest in the broad field of health care and the specific fields of substance abuse, problem gambling, concurrent disorders, and supportive housing.
- Works harmoniously with colleagues, including not behaving in ways that are likely to be offensive in any manner to others and confronting such behaviours by others.
- Conducts self in a responsible, professional manner.
- Perform other duties that may be assigned.

Application Process:

**Please e-mail applications to Meaghan O'Connor, Finance & Human Resources Generalist,
moconnor@cason.ca**

Please include a cover letter and resume

Community Addiction Services of Niagara is an equal opportunity employer who welcomes and encourages applications from Niagara and surrounding communities. All applications from qualified individuals of all ages, gender identities, cultural, racial, ethnic and religious backgrounds, sexual orientations and abilities are welcomed and encouraged. We are committed to fostering an inclusive, barrier-free and accessible environment. CASON aims to dedicate resources to develop, honour and support all staff within their programs, especially those who experience multiple and intersectional forms of oppression.

If you have been contacted for an interview and require accommodation to ensure equal participation, please advise us what you may require in respect to materials or processes to ensure we can meet your needs.