



**Capilano Community Services Society (CCSS)
Youth Outreach Worker**

Job: Youth Outreach Worker

Department: Youth Department

Employer: Capilano Community Services Society

Work Location: 1733 Lions Gate Lane, North Vancouver

Type of Position: Permanent, Full-Time

Hiring Rate: \$25.00/hour gross.

Job Level Range: \$23.95 - \$28.74/hour gross

Days/Hours of Work: 37.5 hours per week

Extended Health Benefits: eligible

Start Date: As soon as possible

Our Valued Benefits:

- A work culture that values teamwork, creativity, learning, fairness, and integrity
- Starting at 120 hours paid vacation
- 100% covered extended health benefits package after 3 months of consecutive employment
- Training and learning opportunities

About Capilano Community Services Society

CCSS is looking for passionate, self-motivated, and outgoing individuals to join our outreach team. We are looking for candidates with a desire to create meaningful connections with youth to support them in reaching their full potential.

CCSS is a registered, not-for-profit charitable society with a mission to foster safe, inclusive, and healthy communities where individuals and families can thrive. CCSS provides engaging family, youth, and seniors' programs and support services for North Shore residents. Our programming enhances overall wellbeing and promotes social connections. CCSS operates and delivers programming out of Lions Gate Community Recreation Centre.

Overview of Youth Outreach Worker (YOW) Role

Our youth programming is designed for potentially at-risk youth, in the following age demographics: Middle Years (Grades 6 and 7), high school students (Grades 8 to 12), and older youth (18 to 24 years of age). We offer one-to-one support for youth as well as a wide variety of registered and drop-in social activities. Our fun and engaging programs promote social and emotional learning and resiliency.



Our Youth Outreach Workers (YOWs) support and advocate on behalf of young people facing behavioral, developmental, social, and protection issues. YOWs provide basic support, intervention, and risk assessments, and refer clients to other professional services when the issues are complex. YOWs work with young people on an individual or group basis, offering practical and emotional support and helping them to develop skills, foster independence and resiliency and make positive changes in their lives.

The Youth Outreach Worker reports to CCSS's Program Supervisor.

Responsibilities:

- Recognize youth who are potentially at-risk and provide support and education in a one-to-one, or group setting (i.e. school, or community/community partner locations)
- Make referrals to other youth services or resources available in the community as necessary
- Working as part of a team, plan, coordinate, and deliver a variety of outreach youth programs that include after-school programs, school break program activities/out-trips, and lunchtime workshops at high schools as well as in-centre drop-in programs
- Develop and facilitate recreational programs for youth to meet the needs of the community
- Supervise and actively participate and provide leadership in all aspects of the programs such sport, art, music and cooking
- Establish and develop relationships of mutual trust, respect, care and support with youth between the ages of 10 to 24 years old and create spaces that feel safe, inclusive, and inviting to all youth
- Encourage and model positive behaviour and a healthy lifestyle within the group setting and in public areas
- Demonstrate sensitivity, understanding, and respect for program participants and their families, while maintaining professional boundaries and upholding their need for privacy and confidentiality
- Liaise with parents, school staff/administration, and third-party service providers, in relation to marketing, coordinating, and implementing the programs
- Collect information about program participation and participant experience and report to supervisor
- Work collaboratively with all staff, volunteers, and management to ensure high-quality programming
- In collaboration with the Youth Program Supervisor, establish professional development goals and participate in professional development activities
- Adhere to and ensure adherence to all relevant policies and procedures related to participant safety, suspicion of child abuse, illness, and accidents
- Other duties may be assigned by the employer

Qualifications and Experience:

- A bachelor's degree in the area of social work, psychology or a related field
- A minimum of 1 year work and/or volunteer experience in child, youth and/or family programming
- A relevant combination of education and experience will also be considered
- First Aid certificate and CPR certificate or be able to obtain certification by start of employment
- Experience in group facilitation is an asset
- Food Safe Level 1 Certificate is an asset



Knowledge, Skills and Abilities

- Demonstrates excellent communication skills,
- Be an adaptable and creative problem solver.
- Ability to function independently as well as part of a team.
- Ability to perform duties effectively while managing multiple concurrent projects and deadlines including urgent, crisis situations.
- Excellent oral, written, facilitation and interpersonal communication skills
- Demonstrates considerable knowledge of small group dynamics, related to youth.
- Demonstrates ability to plan, organize, and operate within a budget.
- Experience working with diverse groups including LGBTQI2S+ and indigenous youth is preferred.
- Ability to recognize and appropriately manage behavioral and social adjustment issues in youth.
- Demonstrates awareness, understanding, and sensitivity in all issues related to diversity and inclusion, including but not limited to cultural humility and identity, financial status, social isolation, learning ability, gender and sexual identity, language and migration status.
- Experience working with racialized, marginalized and vulnerable populations, such as indigenous, LGBTQ2s+ and BIPOC populations.
- Proficient in standard office software programs and relevant social media sites.
- Must be familiar with standard office procedures and operation, including report writing,
- Able to carry up to 20 lbs and move furniture as required for room set-up/clean-up.
- Able to speak a second language in addition to English is an asset.

Applicant Criteria

- Must be legally entitled to work in Canada in accordance with relevant provincial legislation and regulations.
- A successful criminal record and vulnerable sector check will be required prior to the start of employment.
- Valid unrestricted (no "N") class 5 BC driver's license class 5 driving license
- Regular access and use of own vehicle is required for this job (travel expenses reimbursed).
- Class 4 BC driver's license is an asset.

How To Apply

To apply for this job, **please email your cover letter and resume by 5:00 pm on Friday, September 5th, 2025** to the attention of: Nick Avery, Executive Director: nick@capservices.ca
No phone calls please.

We thank all candidates for applying and will only be contacting shortlisted candidates.

CCSS is committed to recruiting a diverse workforce that represents the communities we so proudly serve while encompassing the principles of equity, inclusion, and diversity. We strongly encourage applicants from people of color, indigenous Peoples, persons with disabilities, and people of all gender



expressions and sexual orientations including queer, trans, and two-spirit people. In our words and actions, we recognize the challenges for those facing inequalities, while acknowledging our privilege, as we continuously strive to remove bias to reduce barriers that individuals may experience in the job-seeking process. We invite feedback from all applicants who apply for roles with CCSS.

CCSS honours the Elders and Knowledge Holders, past, present, and future, and acknowledges with gratitude that we work, learn, and serve in communities situated on the traditional, ancestral and unceded territories of the Skwxwú7mesh (Squamish), Səlílwətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkwəy̓əm (Musqueam) Nations.