



**COWICHAN
VALLEY
YOUTH
SERVICES**

JOB DESCRIPTION

RISE Youth Navigator

Reports to: Program Manager, RISE Program

Location: Duncan, BC

Working Conditions: Full-time, Monday–Friday, with occasional evening and weekend work as required. This is an in-office position based out of two Cowichan Valley Youth Services locations in the Cowichan region.

Position Summary

The RISE Youth Navigator provides individualized one-to-one, youth-led support to participants (ages 15–24). Working collaboratively with youth, the Navigator supports goal development and progress across key life domains, including employment, life skills, education, housing stability, wellness, and community connection.

This role emphasizes relationship-based, strengths-focused practice, recognizing that progress occurs over time through trust, consistency, and achievable steps. The Youth Navigator supports youth to identify barriers, build routines, celebrate milestones, and move toward increased independence and adulthood at their own pace. Support is adapted to each participant's needs, offering both practical and motivational support in a flexible, trauma-informed environment.

Key Responsibilities

Direct Youth Support

- Build respectful, non-judgmental, and supportive relationships with participants
- Provide one-to-one, individualized support based on youth-identified goals
- Support participants with resume writing, cover letters, and job search activities
- Accompany youth to appointments, job interviews, volunteer placements, or community services as needed



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294 Coronation Ave, PO Box 743

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- Provide on-the-job support and encouragement to help youth maintain employment
- Assist youth in identifying strengths, interests, and potential pathways, and break goals into manageable steps
- Support youth in overcoming barriers related to employment, life skills, and stability
- Apply trauma-informed, culturally safe, and youth-centered approaches in all interactions

Program Delivery & Engagement

- Facilitate workshops related to employment readiness, life skills, and personal development
- Support youth engagement through creative, flexible, and responsive programming
- Encourage participation in volunteer, educational, and community opportunities
- Foster a positive and inclusive program environment
- Support positive group dynamics by encouraging peer connection, mentorship, and leadership within workshops and group activities

Collaboration & Advocacy

- Advocate for participants within the community (employers, services, housing supports, etc.)
- Work collaboratively with internal staff and external partners to support youth success, including offering on-site job shadowing/volunteering support
- Maintain clear and consistent communication with the RISE team and other CVYS program teams
- Act as a positive representative of the RISE program when engaging with community partners
- Plan and facilitate events such as graduation celebrations, and group team building activities.

Documentation & Administration:

- Complete and maintain Individual Participant Blueprints, case notes, and tracking tools in alignment with RISE program expectations



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- Monitor progress across domains, including updates to goals, action steps, and readiness indicators
- Gather and summarize youth feedback to inform program improvement and reporting
- Manage scheduling for meetings, appointments, and workshops
- Prepare materials and resources for workshops and one-to-one sessions
- Support program logistics across both sites
- Attend and actively participate in team meetings
- Keep accurate and up-to-date notes participant and program notes using the client database;
- Provide case-specific information and recommendations verbally and in writing as requested by the Executive Director.

Other Requirements:

- Ability to role-model healthy boundaries, routines, and coping strategies
- Valid CRC with Vulnerable Sector Clearance
- Valid Class 5 driver's license and have reliable transportation, with ability to transport clients
- Applied Suicide Intervention Skills Training (ASIST) (or willingness to obtain upon hire)
- Standard First Aid and CPR Level C (or willingness to obtain upon hire)
- Ability to work flexibly across two locations and in community settings
- Experience or training in Indigenous Cultural Safety or cultural humility frameworks
- Trauma-Informed Practice training (or demonstrated experience applying trauma-informed approaches)
- Engage in ongoing learning and professional development

Job and Organizational Competencies

Job Competencies

- **Accountability:** Takes ownership of assigned tasks, projects, and responsibilities; ensures priorities are communicated and achieved within



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developed timelines; uses effective time management skills; dependable and consistent.

- **Time Management:** Organizes, plans and forecasts work skillfully to meet job needs. Accurately estimates duration and level of difficulty of tasks and projects, setting out clear and realistic goals, objectives, and work plans for completion.
- **Decision Making:** Analyses problems skillfully; uses logic, analytical thinking strategies, and good judgment to reach solutions. Makes concrete, well-informed, and thought-out decisions that support program goals and participant wellbeing. Considers youth voice, autonomy, and readiness when making decisions that impact supports and pacing.
- **Professionalism:** Leads by example, acting with professionalism and integrity and cultivating energy, excitement, and optimism in the organization. Demonstrates support for innovation and for organizational changes needed to improve the organization's effectiveness. Maintains a safe, non-judgmental environment and interactions with participants.

Practice Competencies

- Commit to client-led, strengths-based, and youth-centered practice that supports self-determination and choice.
- Collaborate with youth to set goals, break goals into achievable steps, and revisit goals regularly as needs and circumstances change.
- Balance and manage a caseload by organizing time, prioritizing responsibilities, and following through on commitments.
- Consult with supervisors and team members as needed, especially when safety concerns arise or when facing complex ethical or practice decisions.
- Maintain healthy and professional boundaries, confidentiality, and clear documentation practices.

Organizational Competencies

- **Collaboration, Relationships, and Teamwork:** Co-ordinates own work with others; seeks opinions and encourages open lines of communication; values working relationships and diversity; works well with others; resolves interpersonal conflicts constructively. Establishes trust and rapport with





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youth from diverse backgrounds and works collaboratively with internal staff and community partners to support participant goals.

- **Adaptability and Flexibility:** Adapts and responds to changing conditions, priorities, technologies, ideas, and requirements with a willingness to alter opinions and behaviours. Responds to evolving youth needs with creativity, openness, and a solution-focused approach, adjusting support as required to meet participant goals.
- **Organizational & Cultural Awareness:** Thoughtful ambassador of the organization; exemplifies, demonstrates, and promotes organizational values through attitude and approach to work. Demonstrates cultural humility and awareness in all interactions and ensures practice aligns with inclusive, youth-centered, and trauma-informed principles.
- **Communication:** Communicates knowledge clearly, accurately, and thoroughly; listens attentively, clarifies and responds thoughtfully. Able to adjust communication style to the needs of the audience. Communicates clearly, respectfully, and effectively with youth, team members, and community partners, ensuring information is accessible, supportive, and strengths based.

Knowledge, Skills and Abilities

- Experience in facilitating groups, with a preference for prior experience developing, updating, and delivering employment and life-skills workshops
- Experience working with individuals facing multiple barriers is required, with direct-client support experience preferred
- Ability to support employment readiness and life skills development
- Understanding of staged readiness, motivation, and engagement as it relates to youth development and behaviour change
- Knowledge of trauma-informed and culturally appropriate approaches in service delivery
- Strong organizational, communication, and interpersonal skills
- Proficiency in Microsoft 365 Office Suite
- Understanding of strengths-based, youth-centered practice, informed by a Theory of Change approach that supports goal setting, incremental progress, and participant-led planning



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- Ability to apply a relational, developmental approach to youth support, recognizing that change occurs through trust, consistency, and collaborative goal progression over time.

Qualifications and Experience

- Bachelor's degree in social services, such as Child and Youth Care, Social Work, or a related field is preferred
- Experience providing direct, community-based support to youth and facilitating workshops is preferred
- Relevant experiences and relatable training are considered an asset

This job description is provided to capture the primary components of this role. It is not meant to be an exhaustive list. An individual may be required to perform other tasks which may not be listed but are consistent with the general intent of this role.



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