The Grove – Youth Wellness Hubs Ontario

Position Title: **Youth Ambassador, ERIN AND PALMERSTON SITES ONLY**

*The Grove Youth Wellness Hubs Ontario (The Grove Hubs) respectfully acknowledges that Thaninadonnih to the Mohawk nation or the shores of the Um-ne-mo-sah river to the Mississaugas, what is known by many today as Guelph-Wellington, was built on the traditional lands of the Attawandaron, Anishinaabek, and Haudenosaunee peoples and the treaty lands of the Mississaugas of the Credit.*

The Grove Hubs recognize the differing abilities that exist amongst individuals within our communities and is committed to providing equitable treatment for all individuals. If you require accommodation during the application and/or interview process, please let us know.

We are recruiting youth leaders to be a Youth Ambassador at our sites within Guelph and Wellington County. The Grove Hubs is agrassroots community initiative, led by the Rotary Club of Guelph, to bring an integrated youth services model to Wellington County and the City of Guelph, where youth (age 12 – 26) are at the center of services that are available in our community. Our vision includes service providers working together to enhance the integration of services and build a system to better meet the needs of youth in our community.

**What is The Grove Hubs model?**

A “one-stop-shop” for youth aged 12-26 designed to meet a wide range of needs across the continuum, including mental health, substance use, primary care, education, employment, training, housing and other community and social services. Co-designed with youth, the sites will include peer services, outreach, and system-navigation services. Services emphasize quality, are timely, integrated and co-located, making it incredibly easy for youth to get what they need, when they need it.

**Where are we today? 7 Sites 1 Door**

* Wellington
  + North Wellington (Palmerston) – Open now
  + Centre Wellington (Fergus) – Open now
  + Main Place Erin – Open now
* Guelph
  + Shelldale Family Gateway –Open now
  + University of Guelph Family Counselling Building – Open now
  + Canadian Mental Health Association – Open now
  + YMCA of Three Rivers- estimated opening - 2025

**The Youth Ambassador Program**

The Youth Ambassador Program is an initiative unique to The Grove. Youth Ambassadors assist our Youth Wellness Team and Site Leads at each of The Grove sites. Youth Ambassadors are a friendly face when youth walk in to use the Grove hubs. They help create a safe space for youth using our services and provide assistance in navigating the hub’s various resources and staff. Youth Ambassadors are effective communicators and serve as leaders in the hubs as they facilitate conversations with youth in a meaningful way. Ambassadors are trained with boundary-setting and risk-identifying skills to know when to guide youth to the proper professional service provider.

Overall, they are a mentor for our youth and an ambassador for The Grove!

**RESPONSIBILITIES**

Reporting to the Site lead at each site, main responsibilities of the Youth Ambassador include:

* Supporting youth and peers that use the hub(s)
* Starting conversations, sharing resources, and guiding youth to appropriate staff
* Supervising youth that use resources during drop-in hours
* Maintaining communication with other Youth Ambassadors on-site and in other Grove locations
* Creating and facilitating ongoing youth programming and workshops (in person and virtual)
* Attending in person or virtual meetings as required
* Acting in an outreach capacity for all youth and increasing youth engagement
* Working with sensitive and private information on a daily basis
* Developing and maintaining knowledge of available services within hub, and community at large
* Handling incident reports (through site lead)
* Complying with policies and procedures of The Grove
* Complying with public health and COVID-19 protocols

Other responsibilities may also include:

* Acting as a liaison between Site Lead and volunteers
* Creating and providing ongoing training based on volunteer requests/needs
* Assisting with social media content and communication
* Contributing to ongoing projects and activities (e.g., the Get With The Grove podcast)
* Assisting in ongoing recruitment and interviews of incoming Grove staff
* Other duties as assigned by Site Lead

Youth Ambassadors will receive initial core training in communication skills, mental health and wellbeing, and boundary setting skills, and will receive ongoing mental health training as required.

**QUALIIFCATIONS:**

* Pursuing a degree/diploma in Psychology, Sociology, Social Work, Anthropology, or a related area of study
* Interest in providing a supportive, inclusive and welcoming environment for youth
* Approachable and empathetic personality
* Good understanding of professional/personal boundaries; must be able to ensure confidentiality
* Ability to multi-task, work independently as well as in a team, meet deadlines and learn quickly
* Strong organizational and communications skills
* Good interpersonal and problem-solving skills
* An awareness and sensitivity towards mental health concerns
* High standard of integrity and commitment to exceptional client service
* Intermediate proficiency in MS Office (Word, Excel, PowerPoint, Outlook and Teams), working knowledge of Zoom, Survey Monkey, and Canva is considered an asset
* Ability to obtain a Vulnerable Sector Check and Police Check
* A valid driver’s license, vehicle and insurance, **OR** access to dependable transportation is required as the role consists of travelling between hub sites in Guelph and Wellington County
* Valid CPR/ First Aid Certificate ( Ability to obtain within the first 30 days of employment)

**ADDITIONAL ASSETS:**

* Prior experience with youth and/or in a mental health field
* Lived experience is beneficial, but not a requirement
* Group facilitation skills and/or experience with events and programming
* Training in SafeTALK or Living Works START

**Due to the nature of this position, we are seeking youth who are at least 18 years of age.**

**OTHER INFORMATION:**

**Work Term Length:** 4 months (September- December) **Location:** in-person

**Expected start date:** September 9, 2024 **RATE OF PAY**: $18/hour

**Schedule:** 37.5/ week; Monday- Friday (days, afternoons & evenings) **# of Roles Available: 3/4**

To be considered for this position, please email a cover letter, resume and unofficial transcript indicating you are applying for The Grove Hubs Youth Ambassador position and your site preference to: Fran MacDonald of The Grove Youth Wellness Hubs Ontario, Email: [fran@thegrovehubs.ca](mailto:fran@thegrovehubs.ca) by Tuesday July 2, 2024

Please include the position title and site preference in the subject line when submitting application.