Employment Opportunity

INTERNAL & EXTERNAL POSTING

POSITION	PROGRAM	DETAILS
Residential Support Worker	Transitional Home Program	Full Time
DURATION	**SALARY**	**NUMBER OF POSITIONS**
Permanent	$52,031.00	6

Banyan is a not-for-profit organization that has provided quality services to the youth justice, children, and senior`s community support sectors since 1978. Banyan is committed to improving the mental, physical, and social well-being of at-risk populations in our service areas of Hamilton, Niagara, Brant, Haldimand, Norfolk, and Wellington.

PURPOSE OF THE POSITION

The purpose of this position is to assist in the supervision and care for youth in a twenty-four (24) hour out of home residential program for young person's reflecting best practices as defined by BCS Policies and Procedures, and Banyan Community Services policy and procedure manual. Under the supervision of the Program Manager, and in conjunction with the Residential Support Worker Leads this position will attend to the physical and emotional needs of youth in your care, through individual and group programming, and advocacy on behalf of each youth.

Significant working relationships include participation within a multidisciplinary team of Residential Support Workers, other agency staff, and Management.

POSITION RESPONSIBILITIES

A. Youth Care & Supervision

Provide direct supervision of all youths in the residence. Observe and report behaviour patterns, work habits, and personality traits of the youth in our care through the following methods:

- Assisting youth to achieve behaviour and life management goals: assess, teach, and evaluate life skills and abilities of each youth.
- Assist in the implementation and facilitation of cognitive based programs, under the direction of the Residential Support Worker Lead and Program Manager.
- Contribute to the individualizing of a case management plans for each youth through the provision of relevant feedback and behavioural observations. This shall be done in consultation with the multi-disciplinary team.
- Plan, organize and conduct recreational outings and assist youth in the pursuit of pro-social leisure pursuits.
- Under direction of the Residential Support Worker Lead and the management team, use appropriate intervention in crisis situation.

- Assist in the planning and preparation of meals.
- Report unusual patterns of behaviour or concerns to the Residential Support Worker Lead and Program Manager.
- Oversee discipline situations to ensure constructive solutions toward positive behaviour. This is accomplished through the use of natural and logical consequences.
- Production of professional verbal or written reports when required.
- Assist in documenting unusual patterns of behaviour or issues with respect to youths in appropriate youth case file.
- Assist in laundering youth's clothing and general house cleaning as required.
- Participate in regular supervision meetings with the Residential Support Worker Lead and/or Program Manager.
- Participate in mandatory training.
- Participate in performance reviews.
- Any other duties as assigned by the Residential Support Worker Lead and/or Program Manager.

B. Safety & Security

Each member of team will further ensure a safety and security of each youth through the active monitoring:

- Ensure youth are adequately and appropriately attired for each season they are a resident in the group home.
- Arrange for the acquisition of an appropriate clothing supply from each youth's responsible person(s).
- Ensure the safe and sanitary condition of the group home and chattels, in addition to ensure the proper and hygienic use of equipment.
- Assist in the maintenance of the physical plant/facility and group home vehicles, and report serious concerns to the Residential Support Worker Lead and/or Program Manager Program.
- Accompany youths to court, appointments, recreational outings and perform other transport duties as required, ensuring the safety of all youths while outside the group home.
- Assume the Designated In-Charge and Fire Warden position as required (to be determined by the Residential Support Worker Lead and/or Program Manager Program). In this role the in-charge person is responsible for notifying the on-call Residential Support Worker Lead and/or Program Manager Program, police and other outside assistance in the event of an emergency.
- Participate in core training and staff development, specifically, Understanding and Managing Aggressive Behaviour (UMAB), First Aid, Cardio-Pulmonary Resuscitation (CPR), Workplace Hazardous Materials Information System (WHMIS), and any other training as may be assigned from time to time.
- If elected, participate in Joint Health and Safety initiatives and requirements, representing the full staff compliment on the Joint Health and Safety Committee.
- Ensure proper floor staff coverage in absence of Residential Support Worker Lead and/or Program Manager Program, and delegate duties as required in order to ensure all safety and security activities are completed prior to shift end.
- Any other duties as may be required by Management.

C. Program Routines

Under general supervision and within the multi-disciplinary team approach, provide daily care for youth in the program by performing the following tasks:

- Ensure the proper admission of youth to the program by completing necessary procedures or delegating same to other staff on shift.
- Ensure proper documentation accompanies youth upon arrival to group home and verify that documents are valid.

- Attend to the medical needs of each youth as soon as practicable after admission, ensuring current medication is verified with the proper authorities (i.e., general practitioner) and that medical appointments and proof of last medical examination are documented in the youth case file.

- Administer all medications to youth in the home according to established policy and ensure proper documentation of this procedure.

- Any other duties as assigned by the Residential Support Worker Lead and/or Program Manager Program.

D. Administrative Activities

These tasks and requirements are an integral part of client success and the Residential Support Worker's commitment to professionalism and growth:

- Assume Primary Worker functions for assigned youths in care of the home, providing a means of individual therapeutic contact for each youth in conjunction with the Residential Support Worker Lead.
- Contribute to the Case Management Plan through recommendations based on observations, conveyed through the Residential Support Worker Lead. Provide support and follow up for assigned youths as it relates to goals in the case management plan.
- Ensure case files are closed properly with all documentation complete and filed appropriately.
- Submit case file to Residential Support Worker Lead for final discharge summary.
- Participate in monthly supervision meetings with the Residential Support Worker Lead.
- Participate in annual performance review and goal setting.
- Participate in mandatory staff meetings.
- Participate in the Joint Health and Safety committee, which includes working cooperatively with the employer to ensure that the program strives to provide the safest possible conditions of employment.
- Complete specialized duties as assigned, example: vehicle maintenance, grocery and supply ordering.
- In collaboration with the Residential Support Worker Lead, provide orientation, training and direct supervision for new staff in the facility.
- Manage and balance petty cash funds in absence of the Residential Support Worker Lead.

E. Other

- All incidents, accidents, and other hazardous occurrences affecting any of Banyan's staff, clients, or the organization are to be reported according to Banyan policy.

ROLE COMPETENCIES

Program Specific

- Problem-Solving Skills: develop strategies using a system thinking approach. Identify and analyze problems so that viable solutions are found.
- Managing Multiple Priorities: ability to remain calm and multi-task within a multi-disciplinary environment.
- Team Player: works cooperatively within team to achieve goals and to foster commitment, spirit, pride and trust.
- Regulatory & Safety Compliance: follows legislation and other regulations to maintain a safe working environment.

QUALIFICATIONS

- Minimum Diploma or Bachelor's Degree in a human service related discipline and/or equivalency based on training and experience working with at risk children/youth.
- Minimum of two (2) years' experience working with at risk youth
- Proficient in the use and application of Microsoft Office Suite products.
- An acceptable and valid Vulnerable Sector Screening (Broad Sector Check), along with a Health Assessment, must be provided and maintained at the candidate's expense prior to and throughout employment.
- Familiarity with Youth Criminal Justice Act (CJA), and Children Youth and Family Service Act (CYFSA).
- Certification within UMAB, First Aid/CPR.
- A valid Class G driver's license with a proven acceptable driving record.
- Fluency in other languages including sign language is an asset.

WORKING CONDITIONS

- The Residential Support Worker will conduct business from the designated group home setting and occasionally out in the community for youth therapeutic activities.
- Hours of work will regularly fall within normal business hours (24x7 operations); evening, weekend, rotational shifts and holiday hours are required based on operational needs.
- This work produces moderate cognitive stress in most workers through either intensity, frequency and/or duration of stressful elements.
- A Residential Support Worker routinely works in emotionally charged environment/situations.
- May require physical intervention.

Banyan is an equal opportunity employer. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Banyan is strongly committed to fostering diversity within our community. We welcome those who would contribute to the further diversification of our staff.

We are committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our Manager of Human Resources or hiring manager of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

Please Note:

- This posting is for multiple new vacancies.
- We use AI based tools to assist with the screening and assessment of applications as part of our hiring process.

PLEASE FORWARD YOUR RESUME AND LETTER OF INTEREST BY NOVEMBER 26, 2026 TO:

Banyan Community Services
688 Queensdale Avenue East, Suit 2B
Hamilton, ON L8V 1M1
recruit@banyancs.org

(905) 549-9011 (fax)