



Youth Reintegration and Diversion Worker

Reports to:	Manager, Community Programs
Hours:	37.5 hours/week
Language:	Bilingual Imperative (English and French)
Salary:	\$23.96 (increases to \$25.15 on April 1, 2026) plus benefits Non-negotiable, unionized workplace
Status:	Full-Time (1.0 FTE) Contract – 12 months
Location:	Ottawa (in office and in the community)

About E Fry Ottawa

The Elizabeth Fry Society of Ottawa is a community agency that supports and advocates for women and gender-diverse people impacted by the criminal justice system. Our work is aimed at reducing harm and oppression, supporting people to overcome barriers to reintegration, and empowering them to build a life of stability and resiliency. We are a feminist organization committed to working from a human rights and anti-oppression perspective, recognizing systemic barriers that lead to marginalization. We work with trauma-informed, person-centred principles to promote a respectful, diverse, and inclusive environment that promotes healing, recovery, and successful reintegration.

E Fry Ottawa is committed to employment equity, actively seeks diversity in the workplace, and welcomes and encourages applications from members of equity-seeking groups including women, transgender, non-binary, and LGBTQ+ individuals, First Nations, Métis and Inuit individuals, persons with disabilities, and members of racialized and marginalized groups.

About the Role

The Youth Reintegration and Diversion Worker provides programs and services for youth between the ages of 12-17 who have been impacted by the criminal justice system. They provide a holistic, trauma-informed, and strengths-based approach to guide youth through their involvement in the criminal justice system, including diversion programs. They support youth with their healing and growth and facilitate the development of skills needed to become healthy, productive, and responsible members of society.

Key Responsibilities

- Receive referrals, attend case management meetings, and collaborate with Youth Probation Services, Boys and Girls Club, and other community-based agencies to deliver programs and services.
- Complete client intakes and assess client needs to determine service goals and appropriate interventions.
- Plan and deliver individual and/or group programming to vulnerable youth in conflict with the law to support youth's reintegration goals.
- Ensure that adequate case coordination is maintained between E Fry Ottawa, Youth Probation Services, schools, other social services agencies, and other involved professionals in the community as needed.
- Assist youth in developing a plan within a brief intervention approach that decreases the likelihood of future involvement in the youth justice system.
- Support youth through system navigation, advocacy and/or court support.
- Liaise with other professionals and make appropriate referrals for counselling/therapy.
- Liaise with youth treatment centres and provide or assist with appropriate referrals to other youth service organizations for longer term supports.
- Provide crisis intervention strategies as required and work with youth to ensure their safety.

- Participate in relevant community meetings and/or on relevant committees.
- Keep up-to-date and accurate records (including logs, records, and statistical data) in accordance with the organization's responsibilities and requirements of the funder.

Other responsibilities

- Ensure compliance with the relevant provisions of the Youth Criminal Justice Act.
- Collaborate with other community agencies to share information, problem solve, identify emerging issues and trends, and coordinate services.
- Participate in case management meetings and other meetings as required.
- Complete other duties that may be assigned by management.
- Promote and deliver on the mission, vision, and values of the organization.

Qualifications

Required education and experience

- Experience and/or education equivalent to a post-secondary degree in social work, criminal justice, or a related field.
- Minimum of two years of experience engaging and collaborating with vulnerable populations; specifically, youth who are involved in the criminal justice system.
- Two to three years of recent work-related experience providing group and individual programming to female, male, and/or gender-diverse youth.
- Relevant experience in working with street-involved youth and youth who are victims of human trafficking.
- Experience using a range of assessment and case management tools or willingness to be trained to use these tools.
- Experience supporting communities impacted by systemic barriers, including economic hardships, marginalization, involvement with the justice system, substance use, and mental health challenges.
- Have an updated clear Criminal Record Check (vulnerable population).
- Valid First Aid/CPR, Non-Violent Crisis Intervention (NVCi) and ASIST certification considered an asset.
- A valid driver's license and access to a vehicle.

Required knowledge, capacity, and commitment

- A solid understanding of the Youth Criminal Justice Act.
- A solid understanding of factors that contribute to youth involvement in the criminal justice system.
- An understanding of the complex effects of mental health and substance use challenges on youth and their well-being.
- Excellent interpersonal skills and ability to engage with and establish trust relationships.
- Strong motivational interviewing skills and crisis intervention skills.
- Ability to develop and maintain partnerships with relevant youth community resources in Ottawa.
- Strong crisis management skills, including resolution/de-escalation experience.
- Excellent personal and professional boundaries and sound self-care practices.
- High degree of resourcefulness, flexibility, and adaptability.
- Strong organizational and reporting skills to meet funder requirements.
- Excellent verbal and written communication skills in both English and French
- Demonstrated organizational, leadership and time management skills including the ability to work independently and as part of a team.

Workplace Conditions

Office location is at the Bronson Centre and work often takes place in the community. This role is typically performed during the daytime on weekdays. Note that clients may face multiple challenges, including mental health issues, the impacts of trauma (past and current), and substance use.

Interviews will begin the week of February 2, 2026

To apply, please send a résumé and a cover letter to careers@efryottawa.com with “Youth Reintegration and Diversion Worker” as the subject.