



Complex Services Support Worker

Niagara Care Connects (NCC) is a Niagara-based organization providing person-centred, trauma-informed, and evidence-based supports to children, youth, adults, and families across the Niagara Region.

Our services focus on therapeutic respite, emotional regulation, behavioural support, life skills development, and meaningful community engagement for individuals with developmental disabilities, complex mental health needs, and dual diagnoses.

Supports are primarily provided through 1:1 community-based programming including recreation, social engagement, skill building, emotional regulation support, and individualized goal-focused activities.

Position Details

Wage: \$25.00/hour

Position Type: Casual / Hourly

Location: Niagara Region

Start Date: ASAP

Availability Requirements

School Year

- **Before school shifts (approximately 6:00am–9:30am)**
- **After school shifts beginning around 2:30pm**
- **Weekend availability required**

Summer

- **Daytime, afternoon, and evening shifts based on client needs**

Minimum Commitment: 6 hours weekly

We are currently prioritizing hiring for supports working with youth ages 5–15.

Why Join Niagara Care Connects?

- Flexible scheduling based on your availability
- Supportive and collaborative work environment
- Meaningful and rewarding community-based work
- Ongoing learning and professional development opportunities
- Mileage reimbursement and WSIB coverage
- Opportunity to build strong therapeutic relationships with individuals and families

Responsibilities

Complex Services Support Workers provide individualized support in areas including:

- Emotional regulation and behavioural support
- Community participation and recreational engagement
- Social skill development and communication support
- Life skills and daily living supports
- Therapeutic and relationship-focused interventions
- Community outings and goal-focused activities
- Documentation and communication with families and team members

Support Workers may work with individuals experiencing behavioural, emotional, developmental, and/or complex mental health needs. Some positions may also involve limited personal care support depending on individual needs.

Qualifications

Preferred education and/or experience in:

- Child and Youth Care
- Social Service Work
- Psychology
- Behavioural Science
- Developmental Services
- Related human service fields

Experience supporting individuals with developmental disabilities, ASD, FASD, behavioural needs, complex mental health needs, or dual diagnoses is considered an asset.

Successful applicants will demonstrate:

- Strong communication and interpersonal skills
- Ability to remain calm and adaptable in high-pressure situations
- Trauma-informed and person-centred approaches to support
- Ability to work independently within community settings

Experience with ABA, DBT, CBT, CPI/NVCI, ASIST, or other evidence-informed approaches is considered an asset.

Requirements

- Current First Aid & CPR Certification
- Current Police Vulnerable Sector Check
- Valid G Class Driver's License
- Reliable vehicle
- Clean Driver's Abstract
- Vehicle insurance permitting client transportation with minimum \$2,000,000 liability coverage

Medical clearance and proof of vaccination may be required at certain work locations.

Apply Today

Please submit your resume to:

info@niagaracareconnects.com