



# Youth Employment Services YES

**yes**

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Centre of Excellence for Youth  
Employment and Empowerment

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**A SUCCESSFUL  
TEACHING CENTRE**

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aim to teach kids



## Our Objective

YES intends to expand its teaching centre to students in Universities and Colleges across Canada. By providing this opportunity to Universities and Colleges, students have the opportunity to do their practicum in Canada's first youth employment counselling centre.

## Why we teach

Being a teaching centre creates a WIN-WIN situation for both the practicum student and YES. The student receives direct, hands-on experience that complements the theory they have learned in class. It creates a solid networking base for the student looking for employment once they have graduated. YES benefits from having fresh, new ideas from the student that could be incorporated into program delivery and client service. The students assist the staff with various aspects of the programs and services offered at YES.

## Who we teach

Since 1999, over 70 students have completed their placements at our various locations. These students have ranged in age from 18 to 48 years old and were enrolled in George Brown College and Seneca College in Toronto, Sir Sanford Fleming in Peterborough, Ontario and University of Victoria, British Columbia, in one of the following diploma programs:

- 1 Career & Work Counsellor
- 2 Social Service Worker
- 3 Human Services
- 4 Child and Youth Advocacy



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## Results

Over 95% of former practicum students have found employment in their related field. A number of students have been hired into positions within YES or have moved on to other agencies in this field. All students achieved a 'B' grade or higher at the end of their placements at YES!

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## What we teach

Based on the Learning Contract developed by the student and placement supervisor at the start of the placement, the following areas of learning may be provided:

- ❶ Assessment
- ❷ Individualized Counselling
- ❸ Group Facilitation
- ❹ Outreach / Marketing
- ❺ Administration / Reception
- ❻ Job Development
- ❼ Resource Management
- ❽ Documentation/Case Management


In addition, core competencies such as professionalism, analytical skills, interpersonal competence and organizational skills are further developed. YES ensures that placement students learn our workplace culture and the philosophy of being a non-profit, client-centered agency that maintains high standards of professionalism and innovation.



“ A collaborative approach to learning was evident from the start. I was allowed a lot of input in determining my role, responsibilities and learning goals at YES.”

Angela PRACTICUM STUDENT





**“** Thank you YES for the practicum experience for our students. The practicum is a vital part of the education that our students receive, as they translate theory into practice. We appreciate the time, support and feedback you offer .... Your commitment to lifelong learning is highly valued.”

**S. Braithwaite** PHD, PROFESSOR, CAREER AND WORK COUNSELLOR PROGRAM. GEORGE BROWN COLLEGE

**“** One day I told a counsellor that I was making a number of mistakes and she said, Great! Making mistakes is the only way you will learn. I enjoyed conducting intakes and working with clients ... as much exposure to the clients as possible when doing a practicum is a good learning experience.”

**Anne** PRACTICUM STUDENT

**“** Within this nurturing, fast-paced environment, I was faced with many challenging learning opportunities over the course of ten weeks. The staff at YES provided constructive feedback every step of the way.”

**Marie** PRACTICUM STUDENT

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## Methodology

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YES provides a learning environment that balances the learning needs of the student with those of the agency. The supervisor is able to adapt the training according to the strengths and needs of each student.

Students learn new skills and knowledge by:

- Shadowing and observing our staff in their different roles and responsibilities
- Co-facilitating and independently facilitating workshops
- Observing senior counsellors and conducting assessments in order to learn the procedure and various techniques.
- Reading selected manuals, guidelines, client files and program information
- Participating in employment resource centre orientation sessions
- Formal and informal supervision meetings
- Feedback from front-line staff
- Attending team meetings
- Assisting in organizing events such as job fairs and fundraising events
- Attending professional development activities





*“ I found the YES team to be very welcoming, non-judgmental and always willing to support and encourage my learning.”*

**Susan** PRACTICUM STUDENT

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## YES' Reputation as a Teaching Centre

Due to YES' reputation as a Teaching Centre, YES was invited and continues to be a member of the George Brown College Career & Work Counsellor Program Advisory Committee since 2000. YES has developed an excellent reputation for preparing students for the 'real world' of work.

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## Experiential Learning

Through orientation, observation, practice and supervision feedback, students will gain practical experience in these areas:

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### Assessment / Action Planning / Case Management

Develop skills in conducting an in-depth assessment interview based on the models developed by HRSDC/ Service Canada and MTCU/ Employment Ontario. Develop a collaborative Action Plan that includes interventions that address client needs and goals. Learn to effectively provide ongoing client support during the case management process.

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### Counselling Techniques

Develop a range of counselling techniques that include establishing rapport, demonstrating respect and using effective communication skills that empower clients to reach their goals. Gain exposure to a variety of counselling styles.

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### Career Exploration

Assist clients to identify their short and long-term goals using the interview process and a range of tools such as Personality Dimensions, Values and Skills Card Sort, BES1, CAPS, Who Am I?, Career Cruising and Ontario Skills Passport.

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## Group Facilitation

Develop group facilitation skills through participating, co-facilitating and independently facilitating employability workshops. Enhance your own knowledge of job search. Develop the knowledge, skills and confidence to promote group learning by engaging workshop participants.

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## Documentation

Documentation is important for accountability and record keeping. Learn to document client case notes using behavioural descriptions showing evidence of activity and progress.

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## Job Development

Learn how to develop subsidized and unsubsidized employment opportunities for job seekers in a wide range of fields, including apprenticeships. Learn effective techniques to create and expand employer networks.

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## Professionalism

Learn ethical values and conduct, including, client/practitioner boundaries, appropriate communication, confidentiality, professional competence and demonstrating respect while serving a diverse client population.

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## Community Resources / Labour Market Information

Gain knowledge of relevant community resources required for specific target groups. Develop the skills to research resources and labour market information. Attend in-house and off-site presentations from community agencies.

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## Professional Development

In addition to orientation, observation, practice and supervision, whenever possible, opportunities for in-house and off-site professional development are available. Also, student may participate in team meetings for information sharing and case conferencing.

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## Working in a Non-Profit Charitable Organization

Learn about the Mission, Mandate, Service Delivery Model and the stakeholders of the first youth employment centre in Canada.

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## Understanding the Target Group

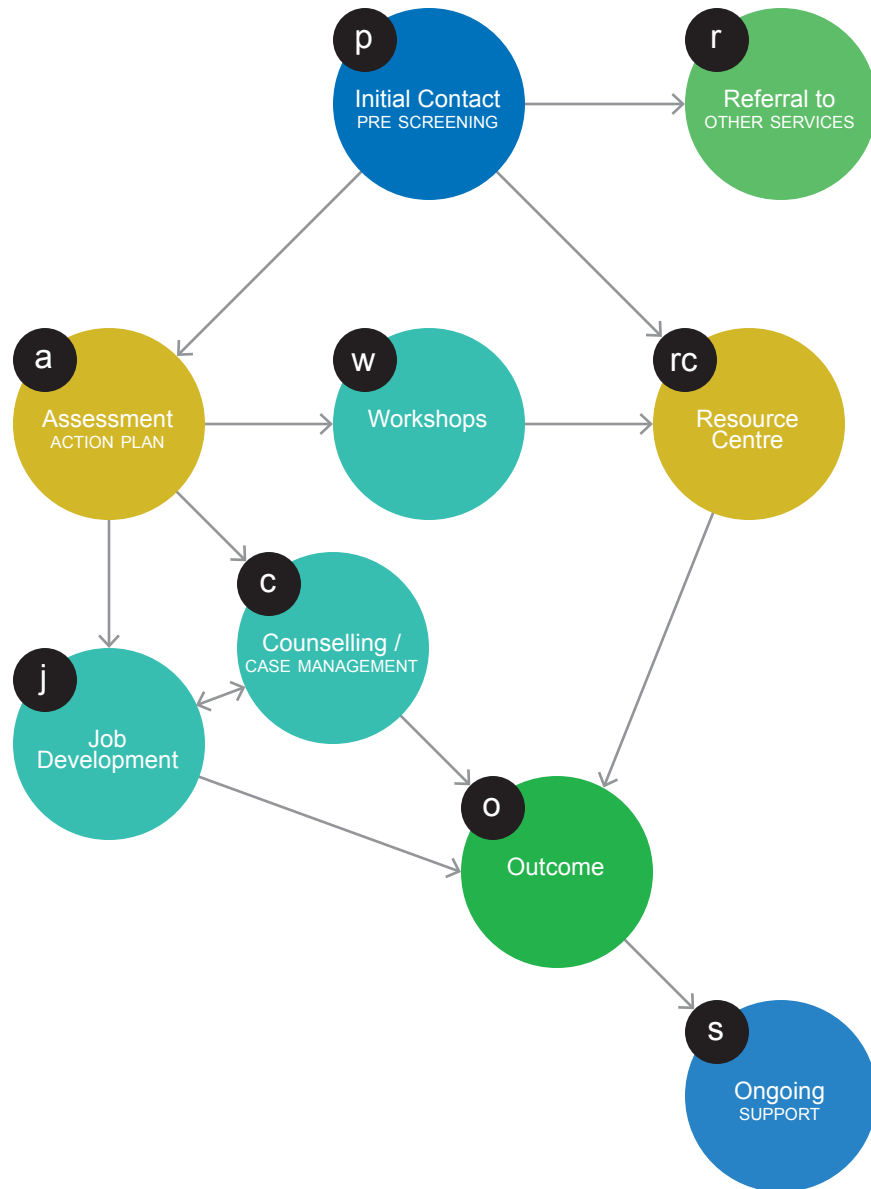
Interaction with various client target groups, individually and in a group setting, provides opportunities to understand their challenges, needs, strengths and goals.

*“ Over the years...your agency has allowed our students to learn, under excellent supervision, and gain experience in the following: assessments - administering, scoring, and interpreting; one on one counselling; documentation of the counselling sessions (case notes); group facilitation and workshop development; employment resource consulting; career exploration with clients; organizing job fairs which includes the marketing of the fairs; and developing job leads for clients.”*

**Greg Morrow** COORDINATOR, CAREER AND WORK COUNSELLOR, CENTRE FOR COMMUNITY SERVICES AND DEVELOPMENT, GEORGE BROWN COLLEGE



## Service Delivery Model



- rc** **Resource Centre:** COMPUTERS, INTERNET, PHONE, FAX, PHOTOCOPIER, JOB POSTINGS, JOB SEARCH, COMMUNITY RESOURCES, APPRENTICESHIP INFORMATION, LABOUR MARKET
- w** **Workshops:** JOB SEARCH, LIFE SKILLS, CAREER EXPLORATION, SELF-EMPLOYMENT, AND MORE
- c** **Counselling:** CAREER EXPLORATION, JOB SUPPORT, REFERRALS TO OTHER YES PROGRAMS, APPRENTICESHIP INFORMATION, SELF-EMPLOYMENT, OTHER REFERRALS
- j** **Job Development:** ACCESS TO MORE THAN THREE-THOUSAND EMPLOYERS, SUBSIDIZED AND COMPETITIVE JOBS, JOB FAIRS
- o** **Outcomes:** EMPLOYMENT, SELF-EMPLOYMENT, TRAINING, EDUCATION, APPRENTICESHIPS

## About YES

### Mission Statement

YES believes employment is empowering and the cornerstone of safe and healthy communities. YES leads the Canadian youth sector with innovative programs and resources that empower disadvantaged and vulnerable youth to become self-sufficient contributing members of society.

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## Background:

YES was founded in 1968 as the first youth employment centre in Canada, establishing a model for others across the country. YES is regularly asked by all levels of government to host international delegations from around the world to share its extensive knowledge of effective practices that address youth unemployment.

For over forty years YES has been changing lives. As the original youth employment counselling centre in Canada, YES has both the experience and the expertise to not only understand but also address the critical issues facing today's youth.

We provide young people and adults with professional counselling and training to help them realize their potential and get back on track. YES develops and delivers programs for thousands of youth each year in several of Toronto's most high-risk neighbourhoods and boasts an 81% success rate helping youth find work or return to school. Over 8,000 individuals participate in all programs. Our professional counsellors work one-on-one to help those most in need imagine and find a life filled with opportunity.

At the request of our funders, YES opened an adult division in 1989 to use our expertise to help adults find work and a career. In 1998 YES opened Canada's first Youth Business Centre to help young people start a small business.

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## Awards & Recognition:

YES is a proud recipient of the following Ministry of Training Colleges and Universities' Awards:

- Minister's Award for Service Delivery Innovation
- Minister's Silver Award for Service Delivery Excellence
- Minister's Gold Award for Service Delivery Excellence

Youth Employment Services President, Nancy Schaefer published *Good Job! A Young Person's Guide to Finding, Landing, and Loving a Job* and *Good WORK! Get a GREAT JOB or be your OWN BOSS: a young person's guide*.

It's the best job-search book for youth in Canada. Over 10,000 copies have sold to date & it is used in the 800 high schools in Ontario.





Youth Employment Services YES  
555 Richmond St. W., Suite 711, Box 115  
Toronto ON M5V 3B1  
Tel: 416 504 5516  
Fax: 416 504 3714  
[www.yes.on.ca](http://www.yes.on.ca)