

Job Title: Youth Coach**Salary Range:** DOE**Revised:** 01/20/2021**FLSA Status:** Exempt/Professional**Reports to:** Director of Youth Services**Requires Fingerprinting:** Yes

Summary of Job Activities: This position is responsible for developing and maintaining authentic relationships with high school students experiencing homelessness, identifying and providing the basic needs and resources needed to help them to stay in school, graduate, and create a plan for their future. This position will provide direct and non-direct services to youth in relation to initial and on-going assessment of needs, and determination and maintenance of case-plan goals. This includes, but is not limited to, outreach, intake services, exploration of needs, referrals, coordination of care and advocacy.

Principal Duties:**Students** -- *assist students in identifying and meeting goals through:*

- Developing and maintaining positive relationships with all students on caseload
- Assessment of student needs
- Coordination of resources related to basic needs, housing, education, medical, dental, vision, mental health, vital records and other.
- Partnership with student to develop client-centered Plan for the Future.
- Weekly face to face and phone contact as required based on student need.
- Facilitating crisis intervention and de-escalation as needed based on best practices and agency protocols.
- Maintaining client file through timely and accurate documentation and data entry
- Facilitate shelter and housing assistance through referrals and advocacy.
- Participating in the referral process for the Host Family program and the Host Home program
- Preparing weekly and monthly reports on student progress and distribute to management, school liaison and host family support network.
- Maintaining positive and collaborative relationships with McKinney-Vento liaisons and other contacts for assigned schools.
- Participating in assertive outreach activities to engage students with the goal of enrollment, participation and successful completion of high school and next steps to independent living.

Related Duties:

- Attends and participates in assigned agency trainings and staff meetings.
- Participates in weekly supervision.
- Works well with others, as team member or as an individual
- Keep all staff informed of changing resources in the community as related to social services supportive to clients.
- Maintain confidentiality and privacy standards in accordance with agency policies
- Offers feedback to administration regarding the strengths, weaknesses, and potential program enhancements.
- Engages in program activities with residents in a trauma-informed manner, taking each individual resident into consideration.
- May represent Homeless Youth Connection to the community as directed by the CEO or Director of Youth Services
- Participate in organization-related projects not directly associated with case management, including special events.
- On call responsibilities
- Performs other duties as assigned.

Working Conditions:

- Active case load of student clients
- 40+ hours per week – schedule to flex based on case load.
- Work hours consist of office and field time, some remote work likely.

Skills & Abilities Required:

- Experience working with at-risk or homeless youth.
- Knowledge of McKinney Vento Act and RHYA
- Willingness and ability to adapt to flexible hours and emergency situations.
- Familiarity with community social services, government services, and church-related services
- Problem identification and solution skills
- Ability to exercise independent judgment when appropriate; strong decision-making skills.
- Excellent organizational skills (records, files, schedules, other)
- Proficient in general office procedures and practices
- Ability to formulate and implement brief and long-term case management goals.
- Ability to maintain healthy professional boundaries with clients and recognize manipulation/triangulation
- Excellent interpersonal/verbal skills
- Knowledge of Microsoft Word and Excel
- Ability to communicate and work with diverse populations (Board, staff, volunteers, clients)
- Ability to lift 25 pounds

Education, Training, and Experience

- Bachelor's Degree in social services or a related field and a minimum of one year progressively responsible related work experience in social services (*preferred*) or
- Three to five years' experience working with homeless youth identified under the McKinney-Vento Act
- One year experience working for a non-profit organization.
- Experience working with the homeless or impoverished; general knowledge of poverty related social issues and government services.
- Bilingual in English and Spanish (*preferred*)

Equipment Used:

- Computer
- Personal mobile device with internet capability
- General office equipment (computer, printer, calculator, copier, fax, etc.)
- Personal vehicle with current registration and insurance

Initiative:

- Judgment and maturity required in handling confidential and personal matters involving clients; must be able to accept direction and constructive criticism
- Self-directed, creative, critical and analytical thinking/judgment skills
- Able to work independently and/or as a member of a team project
- Understanding and promotion of organization mission and vision

Appearance Standards:

It is each employee's responsibility to adhere to the appearance standards established in the Homeless Youth Connection Employee Guide. The organization has provided employees with the benefit of a professional/casual dress and appearance standard and therefore expects no deviation from the policy established including, but not limited to, inappropriate clothing, make up, hair and jewelry.

Employee Name: _____ Employee Signature: _____

Supervisor Signature: _____ Date: _____

This job description is not intended to be all-inclusive; Homeless Youth Connection reserves the right to revise or change job duties as the need arises. Job descriptions do not constitute written or implied contracts of employment.

Employment with Homeless Youth Connection, Inc. is at will.