

JOB DESCRIPTION

Position Title: Youth Peer-Support Drop-In Center Coordinator	Job Status and Compensation: Full-time, non-exempt \$33,000-\$38,000
Department: Community Connections	Location: Wells Park Community Center, Casa Feliz & Safe Home Hours: Mon. 10-6pm, Tues. 11-7pm, Wed-Fri. 11:30-7:30
Reports To: Community Connections Program Manager	Number of People Supervised: None

POSITION PURPOSE

The role of the Youth Peer-Support Drop-in Center Coordinator will be to create and maintain a welcoming environment for young people; ensure all safety and cleanliness protocols are followed; support, engage, empower and assist young people; ensure service and engagement provisions are culturally competent and responsive to the needs of young people; develop and support youth leadership opportunities; and provide crisis intervention, as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

The following list of duties or tasks is not intended to be complete but to represent some of the tasks required under each of the major responsibilities.

Center Operations

- Cultivate a positive, inclusive and safe culture, alongside youth, to permeate within the drop-in center space(s). Consistently utilize foundational approaches to positively engage young people (e.g. Nurtured Heart Approach).
- Ensure young people are warmly welcomed into the center, are adequately oriented and signed in.
- Facilitate quarterly review of offered programming, policies and community norms in partnership with Youth Advisory Council.
- Develop, strengthen and maintain partnerships with individuals and organizations to provide developmentally and culturally responsive programming for young people ages 16-22.
- Create schedule and effectively coordinate programming among all partnering entities.
- Assist with the recruitment, orientation, support and retention of Peer-Support Specialists (i.e. young adult peers with lived experience similar to targeted youth), Drop-in Center interns and VISTA volunteers.
- Organize and manage the food, clothing and supplies for the Drop-in Center. This includes seeking additional donations and partnerships when necessary.

<ul style="list-style-type: none"> • Develop and maintain an active social media profile for the Drop-in Center for the purposes of marketing, engagement and as a way for young people to contact New Day.
<ul style="list-style-type: none"> • Administer quarterly surveys with young people for program evaluation and will facilitate data collection to track utilization rates and other outcome measurements as needed.
<i>Leadership Development</i>
<ul style="list-style-type: none"> • Work with established and aspiring youth leaders to develop youth-led programming. This includes young people from partnering agencies, schools and youth groups as well as young people not yet affiliated with a group.
<ul style="list-style-type: none"> • Identify promising youth leaders and collaborate with other staff members to connect young people with internal and external leadership opportunities, including paid peer-support specialist opportunities.
<i>Social & Emotional Development</i>
<ul style="list-style-type: none"> • Collaborate with other staff and community partners to observe, engage and support the social and emotional development of young people to build their inner wealth.
<ul style="list-style-type: none"> • Utilize the Nurtured Heart Approach and principles of trauma-informed care to interrupt behaviors that may be negatively impacting the safety or culture of the Drop-in Center.
<i>Community Engagement</i>
<ul style="list-style-type: none"> • Coordinate outreach efforts with other New Day staff, young people and partnering providers to identify hard to reach or underserved young people as well as develop strategies to improve access and support.
<ul style="list-style-type: none"> • Develop a calendar and schedule of programming that occurs at the Drop-in Center(s) and effectively communicates and coordinates efforts with all partnering entities.
<ul style="list-style-type: none"> • Oversee the operations of our “pop-up” drop-in sites, including all materials and supplies.
<ul style="list-style-type: none"> • Coordinate offsite tabling and volunteering opportunities for young people, interns and volunteers.
<ul style="list-style-type: none"> • In collaboration with the Community Connections Program Manager, Director of Operations and Youth Advisory Council, develop a comprehensive marketing and outreach plan
<i>Other Duties as assigned</i>
<ul style="list-style-type: none"> • Offer aftercare and support services to a small number of young people and their families leaving New Day’s Safe Home
<ul style="list-style-type: none"> • Other duties include, but are not limited to: administrative duties, community events, report writing, etc.
EDUCATION & RELATED WORK EXPERIENCE
Education Level/ Years of Related Work Experience: (minimum & preferred educational requirements necessary to perform this job successfully)

Minimum Qualifications

- Experience working directly with transition age young people (16-22)
- Ability to work creatively and effectively to support the experiences of young people as they embrace the intersections of their identities and the experiences that accompany their journey.
- Knowledgeable about adolescent development, gender identity, sexuality, the developmental “lens” of trauma, as well as systems of privilege, power and oppression. Knowledge about community resources for youth and adults.
- Ability to work in a collaborative team environment and demonstrate excellent communication skills that are supportive, clear and consistent. Able to demonstrate flexibility and adaptability to changes in relationship dynamics and programmatic shifts and changes.
- Self-directed, able to take initiative and can handle multiple tasks with minimal direction. Able to maintain perspective on how tasks connect to the mission and vision of the project.
- Strong sense of empathy and ability to actively listen
- Minimum, Bachelor’s degree and 3 years relevant work experience OR some college and 7 years relevant work experience (child Welfare, human services, juvenile justice, community organizing, or youth engagement)

Preferred Qualifications:

- Bachelor’s degree in social work, psychology, sociology or other related field
- Bilingual (English and Spanish/Swahili/Arabic/French/Navajo/Vietnamese or any other language largely spoken in our community)
- Proven experience with community engagement and community organizing
- Knowledge of the impact of trauma, mental health and best practices for working with traumatized populations.
- Has lived experience with issues of disconnection, homelessness, mental health, or child welfare systems, and is stable and supported in their recovery.

SKILLS AND KNOWLEDGE

	Required	Preferred
Knowledge of community resources and experienced in providing referral services clients	X	
Strong leadership, mentoring and coaching skills	X	
Ability to identify quality support strategies	X	
Excellent oral communication skills reflecting solid customer service both in-person and via the telephone	X	
Ability to relate well in cross-cultural environments	X	
Ability to use time effectively	X	

Ability to focus on details;	X	
Ability to adapt to shifting priorities	X	
Ability to position and promote opportunities	X	
Proficiency in technical areas such as Microsoft Office; including Word, Outlook, Access and Excel.	X	
Bilingual, English and Spanish		X
Ability and willingness to travel locally and regionally to meet agency needs	X	

Core Competencies		High Performance Indicators	
Coaching/Coachability –		Assesses needs of team; successful in coaching employees to maximize their strengths and support their needs. Responds well to coaching by supervisor.	
Visionary & Strategic Thinking		Contributes to strategic planning with fresh ideas and forward thinking. Participates with New Day Leadership team and CC team in developing innovative strategies for overcoming challenges and attaining goals. Takes initiative to identify road blocks and create new paths to success.	
Leadership –		Leads team with enthusiasm, motivating them to achieve positive outcomes. Recognizes and rewards team successes. Remains positive in the face of adversity and encourages team to accept challenges and be team oriented.	

Organizing -	Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner; follows established process.
Prioritizing	The ability to evaluate the urgency of each task before assigning timelines and resources.
Partnership Development-	Identifies resources in community; assists team in accessing these resources. Builds partnerships with community and governmental entities.
Customer Focus—	Is dedicated to meeting the expectations and requirements of youth and their families; establishes and maintains effective relationship with youth and gains their trust and respect; deals effectively with diversity.
Social Service –	Good understanding of needs of population. Ensures quality support for youth and their families; maintains confidentiality in daily operations; effectively collaborates with program staff.
Interpersonal Savvy—	Relates well to all kinds of people outside the organization; uses diplomacy and tact; capable of diffusing difficult situations comfortably.
Results/Outcome Orientation---	Is motivated by results; can be counted on to meet and exceed goals successfully; monitors process and progress on objectives and measures.
Approachability and Availability	Is easy to approach and talk to; is sensitive to and patient with others; builds rapport well; is a good listener. Is available to staff when situations arise needing immediate action.

CONDITIONS OF EMPLOYMENT

(Describe any specific conditions for employment relative to this position)

Must be able to pass comprehensive criminal, sexual offender, MVD background checks.
Must have car, valid driver's license, and meet state required automobile insurance minimums.

WORK ENVIRONMENT AMERICANS WITH DISABILITIES ACT

Equipment Used:

PC and standard office equipment, including utility dolly

Physical Requirements:

The position requires the ability to lift 40 pounds unassisted, 45 and above pounds with assistance.

Equal Employment Opportunity

New Day Youth and Family Services provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Job Responsibilities

The previous statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. New Day Youth and Family Services may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date:

Revision Date:

Supervisor: I have approved this job description and reviewed with my employee.

Signature:

Date:

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

Executive Director/Department Director

Signature:

Date:

