



YOUTH & FAMILY SERVICES

JOB DESCRIPTION

Position Title: Youth Support Services (YSS) Life Skills Coach (LSC)	Job Status: Full Time, Non-exempt
Department: Life Skills	Location: Youth Blast Drop-In Center / Administrative Hours: Mon. and Tues. 10-6pm, Wed-Fri. 11:30-7:30
Reports To: Life Skills Development Manager	Number of People Supervised: None Rate of Pay: \$32,000-\$37,000 DOE

POSITION PURPOSE

The general purpose of the Life Skills Coach is to coordinate and monitor services to assess client progress toward specific identified goals. The LSC provides assistance in promoting youth development, linking and brokering services, resources, and assets, and shall be delivered by persons who have a broad exposure to community and life experiences. LSC's will assist youth with the development of goal-oriented action plans. LSC's are professionally trained and supported to help youth transform limiting self-perceptions and acquire needed skills.

- Complete all work modeling New Day values of Positive Youth Development, honoring and developing youth's strengths and autonomy
- Cultivate meaningful relationships with young people and build their Inner Wealth™
- Develop and support youth leadership opportunities
- Provide services in a culturally responsive and youth-supportive manner
- Administer assessment tools in designated timeline
- Develop the youth's YSS Individual Service Plan
- Provide Life Skills Coaching as described in the YSS Service Description and the YSS curriculum
- Complete the required case notes and monthly reports
- Enter Service Record data documenting every meeting or session with youth and the appropriate service category in both Apricot and CYFD tracking system
- Assist youth in getting transportation to and from scheduled appointments
- Connect youth to community resources and programs through referrals and resource navigation
- Provide crisis intervention, as necessary
- Advocate for youth and their family during treatment team meetings and/or with the service provider(s)
- Learn about other New Day resources and act as a bridge between the Drop-In Center, Life Skills Academy and New Day at large
- Provide direct service to young people who enter the Drop-In Center



YOUTH & FAMILY SERVICES

- Participate in all Drop-In Center and Life Skills Academy team meetings that are appropriate
- Participate in 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.
- 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).

EDUCATION & RELATED WORK EXPERIENCE

**Education Level/ Years of Related Work Experience:
(minimum & preferred educational requirements necessary to perform this job successfully)**

- Must be 26 years of age or older
- Bachelor’s Degree and 2-3 years of experience working with youth, or associate degree and 4+ years of 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 (12-21)
- 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

Preferred Qualifications:

- Bilingual (English and Spanish/Swahili/Arabic/French/Navajo/Vietnamese or any other language largely spoken in our community)
- Knowledge of the impact of trauma, mental health and best practices for working with traumatized populations.

SKILLS AND KNOWLEDGE

	Required	Preferred
Knowledge of community resources and experienced in providing referral services clients	X	
Excellent oral communication skills reflecting solid customer service both in-person and via the telephone	X	
Ability to create and develop partnerships with employers	X	



YOUTH & FAMILY SERVICES

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, and Excel.	X	
Bilingual, English and Spanish		X
Ability and willingness to travel locally and regionally to meet agency needs	X	

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

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.