



Position Description

JOB TITLE: Youth Services Coordinator

REPORTS TO: Program Manager

STATUS: Full-time, nonexempt

ORGANIZATION PROFILE

HOPE 4 Youth is a nonprofit organization located in Coon Rapids, providing pathways to end youth homelessness in our community. We focus on four key areas: (HOPE)

- Housing
- Outreach
- Prevention
- Education/Employment

HOPE 4 Youth grew out of a community effort to combat youth homelessness. In March 2013, HOPE 4 Youth opened our doors to the first drop-in center for youth experiencing homelessness in the north metro suburbs. In late 2016, we expanded our focus on long-term solutions to ending youth homelessness and opened HOPE Place, a transitional housing site for young people ages 18-24. Today we continue to grow our programs and expand opportunities for young people experiencing homelessness.

HOPE 4 Youth currently has 12 members on its Board of Directors, 20 staff, and a budget of \$1.7 million. HOPE 4 Youth is well respected and supported in the community and mobilizes over 250 volunteers to serve in a variety of ways.

POSITION OVERVIEW

The Youth Services Coordinator provides professional, compassionate, quality support and assistance to youth experiencing homelessness at our drop-in center in Anoka, and ensures all youth are supported, encouraged, and provided with the resources and help they need. The Youth Services Coordinator will provide access and referrals to basic needs and supplies, community resources and services, and will work individually with youth to set personal goals, provide encouragement, and give them the support they need on their path towards independence and self-sufficiency.

RESPONSIBILITIES AND DUTIES

- Provide direct assistance to youth at the drop-in center including access to food and personal hygiene supplies, clothing, showers, laundry, lockers, computers, vouchers for transportation assistance, and other services that are available
- Complete intakes and assessments for new youth participants, be welcoming and supportive, and provide them with a tour of the drop-in center and overview of the services offered
- Provide youth with referrals to community resources and services
- Provide mental, chemical, and sexual health information and education to youth

- Assist youth in setting and achieving goals, and provide encouragement, support, and the resources needed to help them achieve independence and self-sufficiency
- Maintain accurate client records and case notes, program statistics, and other data required by funding sources, while maintaining confidentiality and data privacy at all times
- Create a safe and supportive environment for all youth especially LGBTQ youth and those from racially marginalized groups
- Attend all meetings and trainings as requested and required, including but not limited to trauma-informed care, safe-space training, YIPA Youth Intervention Certificate, mandated reporting, HMIS, etc.
- Network, attend meetings with community partners, and develop relationships with community agencies to refer youth for services
- Clean, maintain, and monitor safety in the building
- Provide guidance and support to volunteers and interns to ensure policies, procedures, and protocols are followed, and that participant needs are being met
- Support the 24-hour crisis line as needed in coordination with other program team members
- Participate in community outreach and street outreach activities to connect with youth and provide information on alternative living situations and other services available to them, and to help inform and teach the community about at-risk, runaway, and homeless, youth and how they can help
- As a member of the program team, recommend changes for the betterment of the organization's programs, and help ensure programming is grounded in best practices for serving the homeless youth in our community
- Other duties as may be assigned

SKILLS AND QUALIFICATIONS

- Bachelor's degree in human services or related field or equivalent combination of education and experience
- Experience working with and providing case management for at-risk homeless youth ages 18-23 a plus
- Commitment to the mission, and ability to effectively articulate the values and mission of HOPE 4 Youth
- Ability to establish and maintain effective relationships with youth, families, and community service providers
- Firm grasp and understanding of effective crisis intervention and trauma-informed care
- Must be proficient in MS Word and Excel, and be able to produce letters and reports of professional quality
- Experience with ClientTrack database and HMIS state database a plus
- Current driver's license and access to a vehicle are required
- Must be able to work a schedule that supports client and program needs and the hours our drop-in center is open (current open hours are Monday-Friday 11am-7:00pm)
- Must be highly responsive, with a positive attitude and ability to work cooperatively with different types of personalities
- Volunteers are an integral part of our work and culture at HOPE 4 Youth. All staff must embrace volunteers as an integral part of the organization, and be willing to manage, supervise, work alongside, and foster good relationships with volunteers
- Must be able to work effectively in a diverse, mission-driven agency committed to the principles of diversity, equity, and inclusion with respect to race, ethnicity, gender identity, sexual-orientation, socio-economic status, nationality, and religion

To Apply:

Please send a cover letter and resume to jfliflet@hope4youthmn.org. Position will be open until filled. Please contact Julie Fliflet at 763-323-2066 with any questions.

HOPE 4 Youth is an Equal Opportunity Employer of all people regardless of gender, race, culture, religion, ethnicity, protected veteran status and/or disability.