

**Youth Shelters and Family Services
Job Description**

TITLE: SOP Service Coordinator

SUPERVISOR: SOP Program Director

PURPOSE: Provide case management and other support services for clients; participate in day to day operations of the program; provide oversight of SOP systems and services including file maintenance and program facility, equipment and vehicles

GENERAL DUTIES

- Maintain familiarity with all aspects of Youth Shelters and Family Services (YSFS) philosophies, integrating and applying philosophies into everyday interactions and practice
- Maintain familiarity with and abide by all aspects of YSFS internal policies and procedures
- Participate as a member of agency and program teams

PRIMARY DUTIES

- Customarily and regularly exercise discretion and independent judgment, assume responsibility and work under minimum supervision
- Provide case management services in compliance with policies, procedures, contracts and other requirements; oversight of client services and other program services and systems
- Maintain dynamic interaction with the Program Director and Clinical Director concerning legal issues and program functioning

SPECIFIC PROGRAM DUTIES

- A. Complete client assessments, case planning, coordinating and reviewing cases.
- B. Facilitate life skills education, leadership opportunities and activities to facilitate clients' achievement of their personal goals, through individual contacts and group facilitation, utilizing group processes and support from community workforce development programs
- C. Assist in addressing housing issues in conjunction with appropriate community resources
- D. Maintain comprehensive client case files, as determined by program requirements, providing oversight of the file maintenance procedure
- E. Provide information and data for required reports and contracts
- F. Coordinate external relations as related to case management
- G. Solicit, coordinate, pick up and document food supplies and donations, as assigned
- H. Participate in the daily activities of the program including housekeeping chores and building and grounds maintenance for the Resource Center
- I. Engage in daily activities of the program, providing oversight of facility and grounds maintenance, vehicle and equipment maintenance, as well as, record keeping pertaining to such
- J. Participate in the support of staff including volunteers and interns, as assigned
- K. Provide Street Outreach services, as assigned
- L. Perform *other duties**, as assigned by supervisor

**Other Duties*

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

I understand and will comply with the job requirements listed above. _____ Employee Initials
Updated: 07/2019 **SOP Service Coordinator**

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REQUIREMENTS and EXPECTATIONS

- High integrity when dealing with a broad array of cultures and restricted and/or confidential information
- Sensitivity to cultural and socioeconomic characteristics of population served. A commitment to empowering others to solve their own problems. A conviction about the capacity of people to grow and change.
- Education and Experience Requirements:
 - Bachelor Degree in counseling, social work, psychology, or related field and relevant experience with the target population OR High School diploma/GED with four years relevant experience. (experience with homeless youth, preferred)
 - Experience providing case management services and knowledge of community resources, required
 - Understanding and knowledge of government and non-profit youth sector and issues affecting young people, including LGBTQ+ youth, and appropriate youth services
- Skills:
 - Experience with providing services to the homeless and low-income population.
 - The candidate must be able to develop strong working relationships with client population, be able to relate to individuals making significant life decisions, and be supportive of individuals' increasing independence.
 - Computer software skills including Microsoft Windows, Excel and Word
 - Excellent communication skills, particularly listening, mediation, and writing skills.
 - Strong oral and written communication skills with good quality spelling, grammar and punctuation
 - Initiative, creativity, reliability, flexibility, thoroughness
 - Excellent crisis intervention skills
 - Bi-lingual in Spanish and English highly desired.
 - Appreciation of realities and challenges experienced by homeless and at-risk youth and knowledge of community resources.
- Capabilities:
 - CPR / First Aid Certification (within 30 days of hire; will train)
 - Valid Driver's License, insurable under YSFS automobile policy
 - Criminal Records Check clearance
- Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*
 - Frequently: may be required to stoop, kneel, crouch, reach, stand, walk, talk, hear, engage in repetitive motion (such as typing); not substantially exposed to adverse environmental conditions (typical office or administrative work).
 - Occasionally: may be required to climb, balance, crawl, push, pull, lift, grasp; subject to outdoor environmental conditions; subject to higher than normal noise levels; subject to atmospheric conditions (fumes, odors, dust, poor ventilation, etc.).
 - Physical requirements range from sedentary (exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; sedentary work involves sitting most of the time) to medium (exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects) physical work.
 - The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading at distances close to the eyes. The worker is required to have visual acuity to operate motor vehicles as well as to make general observations of facilities and/or structures and visually ensure safety of the community space.
- Environmental Conditions:
 - Ability to work non-traditional hours; evenings and weekends - This is a full time, 32-40 hour/week non-exempt position that includes weekend availability.
 - Work requires providing program participants with transportation
 - Excellent time management and organizational skills with the ability to work under pressure and adjust to changing priorities and deadlines (*work at a fast pace with unscheduled interruptions*)

Work station: Position includes regular presence in the YSFS program locations and may include visits to residence of youth.

Compensation: \$ 16.00 per hour

Full-time is 32+ hours per week. Full-time employees are benefit eligible.

FT Eligible Benefits include medical and dental benefits, accrued leave, paid trainings and holidays, and team of dedicated coworkers.

POSITION

The salary range, duties and responsibilities of this position meets the requirements of Section 13 (a)(1) of the Fair Labor Standards Act and therefore qualifies as a "non-exempt" position. EEO/AA

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