Agency Information

Location: Whatcom County
Reports to: Outreach Manager
Hours: 40 hours per week, non-exempt position
Wage: $17.55 - $23.05 per hour, includes benefits, wage is dependent on relevant qualifications and education

Resume and cover letter are required when applying for this position

Mission: Northwest Youth Services collaborates with at-risk, runaway and homeless youth to foster self-reliance.
Vision: All young people have a place to belong: to be safe, heard and valued.

Job Mission

This position contributes to NWYS’ success by coordinating critical transition coaching to support youth and young adults exiting publicly funded facilities into homelessness. The work will support young people’s basic needs, provide Diversion services to secure housing options, and will focus on developing strong systems of natural supports from within the community.

Core Competencies

To perform job successfully, the individual should demonstrate the following competencies:

Sensitivity: Communicates empathy and respect of individuals; ability to be appreciative of diversity.
Conflict Management: Effectively manages disagreements.
Change Agility: Able to embrace needed change; able to provide and implement feedback; effective in the face of ambiguity.
Youth Orientation: Actively seeks feedback from youth; establishes effective relationships with youth; knowledgeable about issues facing homeless youth and an understanding of the experiences they are going through.
Integrity: Must be honest and take responsibility for actions; ability to set healthy limits and maintain the helping role of practitioner.
Positive Impact: Have a passion for NWYS’ mission and vision; a belief in the capacity for a young person to change; display a positive attitude.
Learning Agility: Seeks to improve knowledge, skills, and abilities in related service areas; implement core principles and evidence-based practices including, but not limited to: Positive Youth Development, Trauma Informed Care, Right Response, and Youth Mental Health First Aid.
Creativity: Resourceful in finding ways to improve and advocate for change when necessary; fosters creativity in others.
Active Listening: Ability to effectively work independently and in partnership with team members; ability to communicate effectively with youth and others.

Key Responsibilities

Coordination:
- Coordinate with permanent housing programs, vocational services, and community services to ensure youth are supported in the process of moving to independent living;
- Supervise Youth Navigators, interns, and volunteers;
- Ensure coordination and training of Youth Navigators, interns, and volunteers to support young people in the navigation process;
- Assist in developing and maintaining community partnerships, integrating services into daily operations and schedule;
- Ensure activities and services provided are in line with NWYS Mission, Vision, and Values;
- Communicate and collaborate effectively with service providers;
- Assist the administration team as needed to develop and write grants to ensure that the program has adequate resources to meet ongoing community needs;
- Engage in tracking community partnership developments for grant writing and reporting purposes;
o Collaborate in the development of appropriate policies and procedures for safe daily operations; and
o Ensure effective due diligence and compliance with grants as delegated.

Youth Programs:
o Build high-quality relationships with youth participants to understand personal experiences and identified needs;
o Support crisis response plans and safety planning of youth;
o Keep supervisor and team informed of issues and concerns related to youth;
o Accurately document relevant youth information and activities according to agency standards as needed;
o Participate in regular peer-learning activities with Building Changes, Shelton Family Center, and Cowlitz Indian Tribe;
o Participate in learning activities that are centered around race equity in order to identify and eliminate racial disparities within systems;
o Attend relevant Agency meetings and all other activities identified as necessary;
o Knowledge and appropriate implementation of relevant policies and procedures;
o Complete professional training and development each year as required by your program;
o Participate in program evaluation efforts; and
o Other duties as assigned.

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and depth perception. While performing these job duties, the employee is regularly required to listen to others and provide verbal feedback. The employee is required to frequently sit for extended periods of time, stand, walk, climb, or balance.

Qualifications

Minimum Qualifications:
• Bachelor’s degree in related field; or a minimum of:
  o one year experience working with youth in crisis ages 11-24, or
  o three years’ experience working with other vulnerable populations.
• One year supervisory experience;
• Must be 21 years of age or older; and
• Must pass background check.

Required within first 30 days of employment:
• CPR/First Aid/Bloodborne pathogens certifications required;
• Must have a negative TB test; and
• Full understanding of the CPS reporting requirements.

Preferred Qualifications:
• Master’s degree in Human Services or closely related field;
• Demonstrated experience in volunteer coordination, training, and support;
• Demonstrated experience working with people who are homeless;
• Demonstrated experience working under and reporting to grants;
• Demonstrated experience managing a program budget; and
• Previous training in de-escalation, Positive Youth Development, CSEC, Domestic Violence, Mental Health First Aid, or other related trainings.

Northwest Youth Services is an Equal Opportunity employer. Employment is based upon individual qualifications without regard to race, color, sex, religion, national origin, citizenship, age, marital status, veteran status, disabilities, political ideology, sexual orientation, or any other legally protected status. Alumni of foster care and those who have experienced youth homelessness are encouraged to apply.