

Community in Action is a diverse group of people who are committed to creating a thriving community by providing education, resources, and services dedicated to eliminating poverty and contributing to the success of our community members. We hire people from all walks of life not because we must, but because we know it makes us stronger. If you share our passion for community, then we would love to meet you!

POSITION: YOUTH ADVOCATE

Supervised by: Youth Coordinator

Department: Youth

Classification: Regular Full Time

Position Status: Non-Exempt

Wage: \$17.00-\$19.00 BOE

Benefits: Health, RX, Vision, 401K Plan, Vacation, Sick and Holidays

POSITION OVERVIEW:

The Youth Advocate will provide on-site supervision of youth participants at the youth center, meet with youth, and develop individualized case plans, update reporting systems, perform outreach, and basic advocate duties. The position is a working coordinator and carries a case load of clients in multiple programs. This position requires critical and independent thinking, case management, and the ability to communicate with clients and internal staff. Staff at this level have a good understanding of how the agency works, the programs offered, and how client information is managed. A high level of accuracy is required. This position will be involved in programs in which funding is provided by multiple federal, State, local agency, and private institutions. The position is involved in daily operations including maintaining positive relationships with internal and external partners as well as internal staff via phone and in-person. This position will work in partnership with other Advocates and HUD Certified Housing Counselors, understand the array of services available to customers, and other duties as assigned.

ESSENTIAL JOB FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all the duties which the employee may be expected to perform. Other duties, responsibilities and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential function satisfactorily with or without reasonable accommodation.

- Develop and maintain a positive relationship with staff, clients, community partners and Managers.
- Work with youth, individuals, or families in a variety of settings.
- Understand and apply case management skills with oversight.
- Ability to ask clarifying questions of clients in a one-on-one or group setting.
- Use critical thinking skills and ability to take on additional tasks when needed.
- Keep confidential information confidential.
- Navigate and track systems for youth development.

- Basic understanding of how the agency works and the programs offered.
- Ability to access client information utilizing a complex computer system.
- Strong rapport with area management and staff.
- Basic understanding of partner/community services available.
- Attending training required to achieve knowledge base.
- Ability to work independently and in a group setting.
- Complete accurate time sheet identifying each grant worked in.
- Communicate directly with Youth Coordinator on all relevant work situations.
- Maintain detailed and confidential information in a professional manner.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS

- High School diploma or equivalent.
- 12 months of experience in situations requiring critical thinking.
- 12 months of experience in customer service and/or interviewing for information.
- Ability to work independently and in a group setting.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The physical demand and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to bend, kneel, and crouch. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate. The employee must occasionally lift, and/or carry/move objects up to 25 pounds. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, smart phones, photocopiers/scanners, shredders and filing cabinets.

SPECIAL REQUIREMENTS:

- Must pass a criminal history background investigation.
- Community in Action is a drug free workplace, and a pre-employment screening may be required.
- Possession of or ability to obtain a valid driver's license and insurable driving record is required.
- Travel required within the service area. Occasional out of town or overnight travel. Travel may require the use of a personal vehicle. Mileage for the business related use of a person vehicle will be reimbursed at the standard mileage rate as published by IRS guidelines.

EQUAL OPPORTUNITY EMPLOYER:

Community in Action does not discriminate in employment opportunities or practices based on race, color, national origin, religion, sex, sexual orientation, gender identity/transgender status, age, disability, veteran or marital status, genetic information or any other characteristic protected by applicable law.

