

**Job Description**

**Title:** Youth Worker [Hampshire County focus]

**Department:** Youth Services Division, RHY

**Supervisor:** Case Management Supervisor

**Status:** Full-time, 37.5 hours per week, non-exempt employee

**Job Summary:**

The Youth Worker is responsible for providing a variety of services to street, homeless, and other at-risk youth, and families, including, but not limited to: Resource & Referral services, crisis intervention, outreach, case coordination, Resource Drop-In Center services, and advocacy. This position will be focused primarily on Hampshire County.

**Qualifications:**

- Associates Degree in human services or related field, preferred.
- Must have substantial professional experience with adolescents.
- Ability to manage stressful situations, prioritize, problem-solve effectively, and maintain professional boundaries.
- Excellent communication and interpersonal skills.
- Excellent computer skills.
- Must be available to work weekends and evenings on a regular basis.
- Ability to walk up and down 3 flights of stairs
- Must have a valid driver's license, reliable automobile and pass a background check

**Duties and Responsibilities:**

- Reach out to youth on the street, in schools, at resource drop-in centers and in other settings during days and times that coincide with youth activity patterns.
- Establish positive relationships and maintain appropriate boundaries with youth.
- Conduct crisis assessments and provide crisis intervention services, as needed.
- Work with participants to identify goals and develop case plans and facilitate participants' work towards achieving the goals identified in the case plans.
- As appropriate, conduct independent living skills assessments with program youth to determine their needs and make appropriate referrals.
- Provide participants with transportation as appropriate.
- Hold youth accountable to program expectations and regulations.
- Advocate for program youth in obtaining necessary services.
- Provide program information to prospective participants, and help coordinate the application process for Step, Teen Housing and other relevant housing programs.
- Work in a coordinated manner with the program team, including the Program Director/Coordinator, TeenLine Outreach Worker, AmeriCorps members, interns, and volunteers.
- Provide aftercare services for former Step participants
- Complete all required case coordination and outreach records and statistical monitoring tools in a timely and professional manner and oversee data tracking and maintenance of youth files and HMIS data entry.
- Participate in regular staff meetings, clinical trainings, and individual supervision.
- Seek and develop links to local employers, schools and landlords to facilitate youth access to school, work and appropriate housing.
- Participate in service networks and establish/nurture additional community connections as directed
- Participate in a DIAL/SELF crisis response team, including rotating on-call schedule and back-up coverage. (additional stipend provided)
- Attend professional training seminars as deemed appropriate.
- Other duties as assigned.

**Compensation:**

- \$13.50-\$15.50 per hour depending on education and experience
- Excellent benefit package (Paid Time Off, Paid Sick Time, Life Ins., 70% paid Health/Dental)