

**Title:** Youth & Young Adult Emergency Housing Staff

**Department:** Youth Services Division [Youth & Young Adult (YYA)]

**Supervisor:** YYA Outreach Supervisor

**Status:** Stipend Compensation; no standard benefits. Minimum of one overnight per week, one on-call night per week, ability to ask for additional shifts.

**Job Summary:**

DIAL/SELF is committed to creating a culture of diversity, equity and inclusion, and the work of this position requires that applicants be able and willing to embrace this commitment. The YYA Emergency Housing Staff position is for coverage at a clustered housing site, serving YYA ages 17-24 and the Night Owl Teen Warming Center serving YYA ages 14-24. The Night Owl Teen Warming Center staff is expected to be awake as needed during the shift if an under 18 YYA is present. If there are no Night Owl participants, staff can sleep after a building check. Hours are 1 overnight per week from 6pm-8am, and being "on-call" for overnight coverage 1 day per week, for additional stipend. The Overnight Emergency Housing Staff will interact with and supervise any overnight program participants. As needed and appropriate, the Overnight Emergency Housing Staff can contact the internal on-call 24-hour line for additional assistance and support.

**COVID-19 considerations:**

All staff are required to wear masks on site, and during in-person interactions. The agency is in the process of crafting a COVID-19 vaccine employee requirement policy. If you have questions about how this policy would impact you please ask. There is an on-site position in Turners Falls, MA.

**Qualifications:**

- Applicants with lived experience (navigating homelessness and housing instability) strongly preferred
- Applicants with Spanish fluency strongly preferred
- Must have experience supporting youth and/or young adults (under 25 years old)
- Ability to manage stressful situations, prioritize, problem-solve effectively, and maintain professional boundaries
- Effective communication and interpersonal skills for interacting with YYA, other providers, staff and community members
- Basic competency with smartphones, tablets, email and web-based data entry systems
- Ability to work one overnight per week and be on-call for an overnight one night per week, for additional stipend
- Ability to walk up and down 3 flights of stairs
- Must have a valid driver's license, reliable transportation, and have safe driving record (no major faults in last 3 years)
- CORI, SORI, DCF and FBI background required by funders as part of hiring process
- Ability to follow procedures and reporting requirements for two distinct programs

**Duties and Responsibilities:**

- Be on-site from 6pm-8am on assigned night
- Be on-call for one night per week and available to be called at any hour to cover an overnight shift if needed on assigned night, for additional stipend
- Transport Night Owl youth to and from overnight facility as needed.
- Use harm reduction and other techniques to establish positive, youth-focused relationships and maintain professional, supportive boundaries with youth who are/have experienced homelessness and may be trauma survivors
- Ensure youth accountability to programs' expectations and regulations
- Work in a coordinated manner with the program team staff
- Keep programs' staff and on call support informed of incidents or notable information through phone and/or email during shift hours
- Provide recreational opportunities for engagement as needed and appropriate, resource information to youth, and engage them in life skills (such as meal preparation, money management, job search, anger management, etc.)
- As needed, provide overnight youth with stored medications and complete counts of controlled medications. Document distributed medication
- Stabilize crisis situations until intervention of on-call staff and/or emergency personnel
- Complete building checks at specified intervals and when needed
- Maintain log of activities and complete incident reports as needed
- Participate in weekly, individual supervision meetings
- Support agency peers as needed with tasks as part of team approach to support the needs of agency programs

**Compensation:**

- \$25 daily “on-call” stipend +\$150 overnight stipend
- MA Extended Family & Medical Leave (100% employer paid)

What this looks like in practice: 2-3 on-call stipends (\$50-75) + at least 1 overnight stipend (\$150) per week on average (totaling \$200-225/week). Any day staff are scheduled staff get the \$25, every day a staff person is scheduled and onsite, staff get the \$25 +\$150 for a total of \$175.