

Job Description

Title: Franklin County Community Outreach and Assessment Manager

Department: Youth and Young Adults (YYA)

Primary Supervisor: Director of YYA Programs

Status: Full-Time, at least 37.5 hours/week, hourly, non-exempt employee

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 COAM provides frontline support to youth and young adults reaching out to the agency for resources and guidance. Support will often take the form of completing brief intakes, completing coordinated entry assessments and providing referrals and direct access to basic needs items or direct monetary support to help stabilize and add safety to a young person's current situation. The COAM will also act as a point person for any under 18 youth who access DIAL/SELF emergency shelter services, and support staffing of DIAL/SELF resource centers. The COAM will also help support community outreach with organizations such as schools, non-profits, coalitions and faith based groups.

Prevention and work location considerations:

Staff may be required to wear PPE such as masks on site in certain situations. There is an expectation of on-site work throughout Franklin and Hampshire Counties for the majority of paid time, with a limited amount of remote work possible after a provisional employment period is completed.

Preferred Qualifications:

- Lived experience of navigating homelessness and housing instability as a youth under 25 years old
- Experience providing case management and/or street/community outreach services
- Spanish or American Sign Language fluency

Required Qualifications:

- 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 participants, other providers, staff and community members
- Basic competency with smartphones, tablets, email and web-based data entry systems
- Ability to provide coverage as part of a 24 hour internal on-call hotline team at least one week and weekend per month
- Ability to walk up and down 3 flights of stairs
- Ability to walk outdoors in multiple weather conditions up to 2 miles at a time
- Ability to work from home with internet access if needed
- Must have a valid driver's license, reliable transportation, and have safe driving record with no major faults in last 3 years
- CORI, SORI, DCF and FBI background checks required by funders

Duties and Responsibilities:

- Complete initial two-week orientation and position training
- Reach out to YYA in a variety settings during days and times that coincide with youth activity patterns, focusing on school outreach and other settings where youth tend to congregate
- Utilizing the agency's brief and/or full intake process with YYA requesting services, identify individual young people's needs and goals and provide appropriate supportive services and referrals based upon need
- Complete Coordinated Entry assessments for YYA
- Support youth in Basic Center emergency shelter with case management and day-time shift coverage as needed
- Provide drop-in staffing when the Outreach Supervisor is away
- Conduct Street and Community Outreach in Franklin County alongside the Outreach Supervisor
- Use harm reduction and other techniques to establish positive, youth-focused relationships and maintain professional, supportive boundaries with youth
- Advocate for participants in obtaining necessary services
- Respond to emergency and crisis situations, as needed
- Work in a coordinated manner with the program team staff, AmeriCorps members, interns and volunteers
- Participate in regular staff meetings, clinical trainings, and individual supervision
- Complete all required paperwork, data entry, and maintenance of youth files
- Support accountability for youth to program expectations
- Provide participants with transportation as appropriate
- Participate in service networks and establish/nurture additional community connections/relationships as needed
- Participate monthly in a DIAL/SELF 24 hour internal on-call hotline team (additional stipend of \$26/day provided)
- Attend professional training seminars as deemed appropriate
- Support agency peers as needed with tasks as part of team approach to support the needs of agency programs

Compensation:

- \$ 22.00/hour (+0.50/hour Spanish/ASL Fluency, +0.50/hour relevant Lived Experience experiencing homelessness as a YYA)
- Rate of pay is determined by annual budget and not subject to negotiation.
- Health New England, Delta Dental (70% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 21 Days of Paid Time Off per fiscal year at starting
- 403(b) Retirement plan with limited company match
- Up to 30 minutes paid self-care time per day
- Retention Bonus after 1 year of \$600 (New staff only)