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## Job description

**POSITION TITLE:** Youth Support Worker

### Position Purpose

Under the direction of the Program Manager, this position develops and coordinates community, school and youth programs and attendance initiatives in order to support and strengthen families and children within the community. S/he identifies existing traditional and non-traditional community resources; helps identify and/or create supportive networks; and enhances the Collaborative's capacity to care for children and strengthen families through helping networks within the community and city-wide. S/he works in collaboration with area schools and youth service providers in E/BFSC target neighborhoods to identify and provide support for youth and families and risk. S/he may serve as team lead and provide programmatic support to school based initiatives. E/BFSC uses a strong "Results First" focus to ensure all employees have clarity on the agency's desired results and what they are to achieve in their position. E/BFSC intentionally focuses on individual and team results, in addition to job duties and activities. All activities are conducted in accordance with the organization's established policies and procedures, contract requirements, legal requirements, and best practice standards.

### Specific Duties and Responsibilities

- **Program Coordination:** (i) Identify community, school, student and family needs and service gaps; (ii) assist in the implementation of new programs, initiatives and/or services and provide coordination as requested to support students and families in the school and/or community; (iii) work with school and community stakeholders to develop supports within areas schools, youth programs and the surrounding community to address the needs of students and their families; (iv) serve as primary lead to coordinate youth programs to be offered in a minimum of three area schools; (v) assist in the coordination and integration of partner programs into E/BFSC services; (vi) assist with the evaluation and effectiveness of programs and services offered to support students and families in E/BFSC target communities and partner schools; (vii) attend partner, and funder meetings as required to keep abreast of the Public Charter School and DCPS protocols and practices; and transfer this knowledge to the EBFSC team (viii) serve as a representative of E/BFSC at school meetings to coordinate and oversee effective implementation of program services to students and families. **(25%)**
- **Resource and Partner Engagement:** (i) Identify and cultivate relationships with community partners, businesses, schools and other stakeholders to identify referral resources that meet student and family needs; (ii) integrate E/BFSC initiatives and programs into the target community including within educational institutions, businesses, churches, civic and social organizations; (iii) create formal and informal resource linkages for students and their families; and (iv) provide support to strengthen existing partners and initiatives; (v) assists to educate, parents, teachers and other youth workers about resources and services available within the city and community to maximize utilization of school and community resources by students and their families.\* **(20%)\***
- **Family Support:** (i) Provide assistance to referred families as requested including, but not limited to, transportation; assisting clients in obtaining needed resources;, referral and follow-up; conducting intake interviews; and conducting home visits; (ii) assist in the

identification of students and families in target neighborhoods who are in need of support; (iv) Coordinate and/or facilitate supportive groups with youth, parents and community members that promote development of life skills, informal helping networks, and a vibrant community life; (v) adhere to the Best Practice Standards set forth by E/BFSC and its funding partners **(20%)**

- **Community Engagement** : (i) Disseminate program and organizational materials which highlight the services and programs of E/BFSC; (ii) attend community meetings and school events to keep abreast of community and school programs, projects, policies and resources; (iii) promote public participation and involvement by youth, residents and community stakeholders in E/BFSC and other community events and meetings; (iv) serve as a representative on behalf of E/BFSC at community-based events, school events and meetings**(10%)**
- **Documentation and Reporting:** (i) Maintain accurate records (paper or database) of all contacts and activities in school engagement and student and family support; (ii) prepare monthly and quarterly reports as directed delineating goal accomplishments and challenges; (iii) assist in the development and maintenance of quality assurance protocols and quality improvement initiatives; (iv) adhere to the Best Practice Standards set forth by E/BFSC and funders to ensure timely data entry **(15%)**
- **Training and Professional Development:** (i) Identify and attend trainings and professional development activities to increase knowledge and skills relevant to this position, including those provided by CFSA, DCPS, JGA, OSSE, E/BFSC and other entities; (ii) apply and disseminate acquired knowledge and skill sets among colleagues and families; (iii) attend supervision on a regular basis; (iv) participate in annual performance evaluation and goal-setting for professional development. **(10%)**
- Report any suspected abuse or neglect as mandated by law.
- Perform other tasks as necessary and/or assigned by Program.

Measurable Results

E/BFSC uses a strong '**Results First**' focus to ensure all employees have clarity on the agency's desired results and what they are to achieve in their position. E/BFSC intentionally focuses on individual and team results, in addition to job duties and activities. Listed below are the organization's desired results expected to be achieved by our program participants as supported by the efforts of E/BFSC staff:

Families served by E/BFSC will:

- Have stable housing
  - Have sufficient income or be on a path to a living wage
  - Demonstrate intentional behaviors that build on their strengths, capacities and resiliencies
  - Have a healthy interdependence with the community
  - Have children who are safe and thriving
- Qualifications Required
- Master's Level preferred with a degree in Social Work or related field, from an accredited University

- BS or BA in a related field and minimum five (5) years of experience in a community-based setting and/or educational setting; or a minimum of 10 years of community experience
  - Valid driver's license, copy of driving record and proof of valid auto insurance
  - Police clearance and Child Abuse Registry clearance
  - Availability during evenings and weekends
  - Preferred resident of E/BFSC serving area
  - Health certification and TB screen
- Skills and Competencies Required
- Effective verbal and written communication skills
  - Effective interpersonal skills
  - Demonstrates the ability to work independently with strong organizational skills
  - Demonstrates initiative and leadership qualities with the ability to relate to young people
  - Driving or ability to use public transportation
  - Personal computer proficiency (Microsoft Office preferred)
  - Demonstrated cultural competence and responsiveness
- Job Type: Full-time