



YOUTH SERVICES SPECIALIST

Bargaining Unit: SEIU Local 1021
FLSA Status: Non-Exempt

DEFINITION

Working under the general supervision of the Community Services Manager, the Youth Services Specialist will provide outreach in areas throughout Union City and will build relationships with high risk and aggressive youth, young adults and their families. The Youth Services Specialist will provide guidance and support direction to other Youth & Family Services Staff in addition to individually assessing youth needs and identifying appropriate community resources to best support personal growth and success, and to reduce violence. Evening and weekend work will be required of the Youth Services Specialist.

CLASS CHARACTERISITICS

As part of a team, the Youth Services Specialist performs direct outreach and provides information and resources to at-risk youth and families. This classification is distinguished from the lower class of Street Outreach Worker, in that the latter's main responsibility is to go out into the community to make connections and provide resources to at-risk youth. The Youth Services Specialist will be responsible for facilitating group workshops and mentoring at-risk youth and providing guidance to Youth & Family Services Staff to reach out to youth in the community.

EXAMPLES OF DUTIES (*illustrative only*)

- Prepare, coordinate, provide direct services to youth, including mentoring, facilitating classes and workshops, conducting intervention and prevention groups with clients.
- Advocate for youth and families with service providers, to include state and city institutions, public and private non-profit organizations, and community-based organizations.
- Attend scheduled meetings, trainings, and workshops, including weekends and evenings as required.
- Create and maintain client files, report data, and administer formal assessments and basic case planning.
- Identify and build relationships with existing community resources. Outreach and build community relationships with residents, local merchants, courts, police, school, health centers and community organizations.
- Lead organization outreach efforts at Community Events.
- Develop a network capable of linking youth and families with basic services and opportunities in the community.
- Respond to crisis situations on a 24-hour basis.

- Other duties/special projects as needed.
- Develop a network capable of linking youth and families with services and opportunities in the community.
- Provide guidance and support to other Youth & Family Services Staff and resolve workplace issues as they arise.

QUALIFICATIONS

Education and Experience:

Three (3) years' experience working with youth and families who are high risk for being perpetrators of high-risk behavior, violence, or other crimes, including experience conducting street outreach and providing youth related services.

Associate's degree in a relevant field may be substituted for 2 years' experience working with high risk youth and their families.

License and Certifications:

Possession of a valid California Driver's License and have a satisfactory driving record.

Other Requirements:

- Successful completion of fingerprinting and tuberculosis (TB) test.
- Obtain CPR, AED and First Aid Certification within six (6) months of employment.
- Must be available to work evenings and weekends.
- Must be willing to be available 24/7 to respond to crisis situations.
- Bilingual abilities are highly desirable as many client youths and their families speak languages other than English (e.g., Spanish, Tagalog, etc.).

KNOWLEDGE AND ABILITIES

Knowledge Of:

- Union City neighborhoods and East Bay (Tri-City) resources, demographics, and services for at-risk youth.
- General knowledge of supervisory theories and practices, motivational techniques, leadership, and team-building techniques.
- Methods of handling difficult and crisis situation with youth and their families.

Ability To:

- Gain the confidence of and establish relationships with high risk and aggressive youth and young adults and their families.
- Facilitate successful workshops for youth.
- Instruct and provide positive social direction for client youth.
- Lead a team and hold team members accountable.
- Maintain professional boundaries, while being a positive role model.
- Problem solve and to provide intervention for individual and community crisis situations, such as interventions with victims, offenders and their families.
- Develop and maintain strong working relationships with outside providers, health care professionals, recreation centers, school personnel, the police department and program sites.
- Good verbal and written communication skills.
- Produce various reports and working documents including time sheets, work schedules, statistical reports, performance evaluations and maintain records as necessary.
- Work within groups and independently.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS

The City of Union City is an equal opportunity employer. The City of Union City will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Travel: Positions in this class may require local and statewide travel as necessary.