



POSITION DESCRIPTION

Youth Program Coordinator

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to transform culture, institutions, and communities to ensure a humane future. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities.

Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this by meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, we do this with the community's trust and track record to carry out the work.

POSITION OVERVIEW

As the Youth Program Coordinator, you will work with youth program participants to provide quality service and to ensure participants receive the services they need. This position requires strong customer service and people skills, as the Program Coordinator is often the initial contact. You will also need to build strong relationships with our partners and service providers to ensure program participants receive the best care possible.

The Youth Program Coordinator's role is to support and provide access to necessary supportive services in the community, provide case management services as needed and requested, and develop programs and resources that support wellness for unhoused youth resident population. We are looking for a meticulous, detail-oriented Youth Program Coordinator to evaluate the needs of our customers, make recommendations for new services, and suggest improvements to existing services. This position will help youth program participants and low-income families with accessing any services that they need. They also will provide supervision to Unhoused Youth Initiative staff and support partner agency coordination and collaboration.

RESPONSIBILITIES

- Be committed to the mission of Urban Triage.
- Be passionate, trustworthy, and empathetic when working with program participants.
- Be service-oriented with excellent organizational and record-keeping skills.
- Have strong communication and interpersonal skills and be able to deal with our program participants with empathy and compassion.

- Ability to build relationships with different types of people, including program participants, organization members, and healthcare providers.
- Provide advocacy for youth experiencing homelessness when they encounter barriers.
- Apply motivational interviewing and psychological first aid principles to help participants identify their needs for their action plan.
- Advocate for the program participants' care, explaining the available options, helping to plan services, and keeping records of the services offered.
- Good communication and interpersonal skills and ability to speak concisely to program participants and care team members.
- Organized with confidential client material and appointment tracking.
- Flexible and adaptable in response to changing participant care providers' needs.
- Strong understanding of cultural competency with the target population
- Extensive local travel.
- Some evening and weekend work required.
- Patient and able to remain composed in stressful situations.
- Represent the Urban Triage team with professionalism.
- Ability to work in a fast-paced environment.
- Ability to keep all information private and confidential.
- Compassionate, professional, and non-judgmental.
- High-quality organizational skills.
- The ability to work well under deadlines and to multi-task.
- The ability to build relationships and coalitions within the community.
- Highlight needs pertaining to youth development.
- Administer and review progress on assessments.

SKILLS AND EXPERIENCE

- Foster a collaborative work environment and champion accountability amongst program staff.
- General administrative duties including but not limited to: maintaining housing contacts and community partnership details.
- Maintain activity calendars, Keela data entry, and HMIS database training and perform audits of Google Drive, physical files, Keela, emails, HMIS, and other databases as necessary.
- Perform general management duties including but not limited to: staff check-ins, training, and practice.
- Delegate tasks and responsibilities, make decisions, create clear roles, and conduct weekly check-in procedures to assist in the development of staff with Leads and Coordinators.
- Produce accurate and timely reporting of program status, commitments, and updates with agency partners, Leads, Specialist, other Coordinators, and Program Manager.
- Assist in the development of evaluation methods to assess strengths and weaknesses of programs and staff.
- Effectively communicate orally and via written correspondence by providing all necessary information and follow-up to make informed decisions in a timely and accurate manner.
- Create and catalog program policies, checklists, and operating procedures of the program.
- Foster and maintain relationships with community partners and represent the organization in meetings.
- Assist and provide backup to the Program Manager with the same responsibilities.
- Ensure programming strives to play a role in systemic change structuring and setting goals for policy or behavioral change (i.e. food justice and ending hunger; not just feeding the hungry).
- Oversee all operations of the Unhoused Youth Initiative program, keep records, and analyze processes.

- Communicate program strengths and weaknesses with the Program Manager and partner agencies.
- Organize and provide training and coaching to current staff, leads, and coordinators as deemed necessary.
- Schedule meetings with community partner lead and coordinators to ensure an understanding of deliverables.
- Attend all appropriate program-related meetings to ensure compliance with program requirements.

BENEFITS

- Life, Dental, and Vision Insurance
- Employee Wellness Benefits
- Receive 4 Weeks of Vacation/PTO/Sick Leave, Annually
- Receive 2 Weeks of Paid Time Off for Christmas Break

AA/EEO STATEMENT

It is the policy of Urban Triage to provide equal employment opportunity to all persons regardless of race, color, sex, sexual orientation, gender identity, disability, age, religion, national origin, pregnancy or childbirth, ancestry, physical appearance, income level, source of income, political beliefs, marital, genetic, student or veteran status, less than honorable discharge, arrest or conviction record, or any other characteristic protected by law.

DISCLAIMER

The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

COMPLIANCE REQUIREMENT

This job adheres to the ethical and legal standards and behavioral expectations set forth in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations as well as company policies and training requirements.