

## YouthLink Job Opening:

# OUTREACH AND OPPORTUNITY NAVIGATOR

Build strong relationships to guide youth off the streets and into pathways toward independence.



### About YouthLink

YouthLink is a recognized leader in the Twin Cities and beyond for our work to build pathways of opportunity for youth ages 16 – 24 experiencing homelessness. Our youth-focused team provides innovative, evidence-based services that guide youth on a holistic level toward futures of education, employment, health and wellness, and housing stability. Since 2011, YouthLink has been home to the Youth Opportunity Center (YOC), a first-of-its-kind collaborative center where over 30 community partners make vital resources available onsite to provide efficient and effective interventions and strategies for youth in crisis.

### Our Mission

At YouthLink, our mission is to support and empower young people on their journey to self-reliance.

## POSITION SUMMARY

The Outreach and Opportunity Navigator provides a valuable link between homeless youth in the community and the YouthLink drop-in center. Half of the position (about 20 hrs/wk) focuses on outreach, identifying and building relationships with homeless youth in the community, assessing their immediate needs, and connecting youth with available resources. When not providing outreach, the Outreach and Opportunity provides basic needs, crisis intervention, and ongoing support to youth in the YouthLink drop-in and Welcome Center.

Key responsibilities include:

- Meeting youth on the street and where they congregate and providing basic needs supplies, information, and triage services;
- Developing trusting relationships with youth on the street, law enforcement, and businesses in the community of Downtown Minneapolis;
- Partnering with and mentoring youth Peer Outreach Workers by role modeling and keeping youth accountable to appropriate interactions and boundaries and ensuring follow-through;
- Supporting and advocate for youth with law enforcement and within other systems that affect them;
- Accompanying youth to appointments as a YouthLink representative;
- Assessing and appropriately responding to crisis;
- Providing services to the YouthLink drop-in by intentionally engaging with clients, linking them to Youth Opportunity Center partners and other community services, creating a welcoming and inclusive environment, creating and facilitating activities, and assisting in facility security;
- Providing services in the YouthLink Welcome Center, including monitoring building access, directing visitors and callers, issuing bus tokens and stipends to youth, and monitoring facility, key, and van usage;
- Recognizing and appropriately addressing issues such as chemical dependency, HIV/STI risk, and other behaviors with a focus on harm reduction;
- Completing, maintaining, and communicating individual program files, program reports, and documentation accurately and on-time;

- Ensuring positive and professional representation of the agency in all interactions with youth, co-workers, partners, and community;
- Other duties as assigned.

## QUALIFICATIONS

A Bachelor's degree in social services or a related field OR 2-4 years of experience working with youth is required. Qualified candidates must:

- Demonstrate understanding of issues affecting homeless and sexually-exploited youth;
- Be able to provide non-judgmental services, including acceptance of a variety of lifestyles, behaviors, and cultural and spiritual practices;
- Be comfortable approaching large crowds and being exposed to illegal activity;
- Have effective written, verbal, and interpersonal communication skills;
- Exhibit a high degree of professionalism;
- Be able to verbally and physically respond to aggression when necessary in ways that de-escalate, establish, and maintain safety of oneself and others;
- Be able to assess and respond to unsafe situations and maintain personal safety;
- Be able and willing to learn and incorporate agency philosophy into service delivery;
- Be comfortable with Microsoft Office applications, specifically Word and Excel.
- **Preferred:** Direct experience with outreach and knowledge of community resources available to youth.

Must have a valid MN state driver's license and access to reliable transportation upon date of hire. The winning candidate must be able to pass a background check and drug test in accordance with local, state, and federal laws.

**Hours:** Full-time, 40 hours per week, Monday – Friday. Hours vary. Must be available to work evenings as required.

## COMPENSATION, EMPLOYMENT TERM, AND BENEFITS

\$16.35 - \$17.35 hourly dependent on experience. YouthLink's competitive and comprehensive benefits package includes:

- Medical
- Dental
- Life Insurance
- Long Term Disability
- Elective benefits: Short Term Disability, FSA, 401(k)
- Paid vacation, sick days, and holidays

## HOW TO APPLY

E-mail a cover letter and resume with the subject line "Outreach and Opportunity Navigator" to [careers@youthlinkmn.org](mailto:careers@youthlinkmn.org). Cover letter should include a response to one or more of YouthLink's [Guiding Principles](#) as it applies to your work.

**Equal Employment Opportunity:** YouthLink shall seek to ensure and provide equal opportunity for all persons seeking employment without regard to race, age, color, religion, gender, marital status, sexual orientation, military status, national origin, disability, or any other characteristic as established by law.