

## YouthLink Job Opening: **OPPORTUNITY NAVIGATOR**

Build trusting relationships with youth experiencing homelessness and help guide them toward independent, empowered futures.



### **About YouthLink**

YouthLink is a recognized leader in the Twin Cities and beyond for our work to build pathways of opportunity for homeless youth ages 16 – 24. 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 Opportunity Navigator is at the heart of YouthLink and Youth Opportunity Center (YOC) operations. As the first point of contact with young people, YOC partners, and the public, the Opportunity Navigator sets the tone for all visitors by initiating a welcoming, safe, responsive, and caring experience. This position also builds critical relationships with young people to assess their needs and aspirations, provide navigation to appropriate on- and offsite services, and provide ongoing follow-up to help youth reach their goals.

Key responsibilities include:

- Building positive, trusting youth-adult relationships in order to assess and triage youth needs, develop and document individual goal plans, make appropriate referrals, and ensure follow-through;
- Working proactively to create a welcoming, inclusive environment;
- Organizing, facilitating, promoting, and participating in group activities hosted by YouthLink staff, partners, and volunteers;
- Maintaining up-to-date knowledge of YOC and community services and working collaboratively to engage youth with YOC partners and other community agencies based on their goals and aspirations;
- Assessing youths' eligibility for services and conducting initial contact interviews;
- Providing behavioral management, de-escalation, and crisis intervention where necessary;
- Providing services using a harm reduction and trauma-informed approach;
- Ensuring safety and security of YouthLink facility and assets;
- Answering phones in the YouthLink Welcome Center and reviewing, distributing, and responding to messages as appropriate.
- Providing up-to-date, accurate information about onsite services, room usage, daily activities, special events, and community resources;
- Acting as a role model of appropriate behavior in personal interaction, social relationships, and professional duties;

- Maintaining thorough and accurate records and ensuring complete, timely documentation;
- Ensuring positive and professional representation of YouthLink and maintain professional boundaries in all interactions with young people, co-workers, partners, and the community;
- Other duties as assigned.

## QUALIFICATIONS

A Bachelor’s degree in social services or a related field OR 3-4 years of experience working with high-risk youth is required. Qualified applicants must:

- Be able to provide non-judgmental services, including demonstrating an acceptance of a variety of lifestyles, behaviors, and cultural and spiritual practices;
- Be comfortable and effectively able to work in a high-energy, fast-paced, and flexible environment where multitasking is often necessary;
- Be able to verbally and physically respond to aggression when necessary in ways that de-escalate and establish and maintain staff and youth safety;
- Exhibit a high degree of professionalism;
- Be able to manage time effectively;
- Be energetic, personable, and self-directed;
- Have strong interpersonal, verbal, and written communication skills;
- Be mission-driven and able and willing to incorporate agency philosophy into service delivery;
- Be comfortable with Microsoft Office applications.

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. Must be available to work evenings as required.

## COMPENSATION AND BENEFITS

\$16.83 - \$17.79 per hour, depending on experience. YouthLink’s competitive and comprehensive benefits package includes:

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| • Medical        | • Long Term Disability                           |
| • Dental         | • Elective benefits: Short-term disability, FSA, |
| • Life Insurance | 401(k)   |

## HOW TO APPLY

E-mail a cover letter and resume with the subject line “Opportunity Navigator” to [careers@youthlinkmn.org](mailto:careers@youthlinkmn.org). Cover letter should include an explanation of how you have applied one or more of YouthLink’s [Guiding Principles](#) in 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.