

YOUTHLINK VOLUNTEER JOB DESCRIPTION: In-Take Specialist



DEPARTMENT	Outreach	DEPT. CODE	200
CATEGORY	Volunteer	STATUS	N/A
LOCATION	Drop-In Center	SUPERVISOR	Drop-In Supervisor
		HOURS	9:00 to 1:00 PM 2:00 to 5:00 PM

POSITION SUMMARY

The volunteer In-Take Specialist provides a valuable link between homeless youth in the community and the YouthLink drop-in center. The primary responsibility of the In-Take Specialist is to assess eligible participants to see if they meet the criteria for receiving services through the YouthLink YOC.

ESSENTIAL FUNCTIONS

IN-TAKE:

- Assess youths' eligibility for services and conduct initial contact interviews with new youth as needed.
- Provide procedural information, documents and forms related to services in the YOC.
- Work proactively to create a welcoming, inclusive environment to engage often transient youth to receive services if eligible.
- Intake volunteer must be able to handle a high volume of public and professional inquiries and interactions.
- Intake volunteer will provide resources and referrals to participants after the intake process is complete.
- Maintain detailed documentation of each participant engagement.
- Observe and adhere to all confidentiality standards.
- Clearly communicate with youth and co-workers.
- Provide assistance as the beginning step for youth seeking emergency services. These can include housing, healthcare, emergency shelter, public assistance and other basic needs.
- Provide assistance to welcome center staff as needed.

DOCUMENTATION:

- Maintain thorough and accurate records. May include, but not limited to: log book notations, incident reports, sign-in sheets, and any other forms used as directed by the program supervisor.

AGENCY REPRESENTATION:

- Maintain professional boundaries with youth, co-workers, partners, and community.
- Ensure positive and professional representation of the agency in all interactions with youth, co-workers, partners, and community.
- Understand and apply Guiding Principles to work with clients, staff, and community and partner agencies.

QUALIFICATIONS

EDUCATION/EXPERIENCE:

Bachelor's degree in social services or a related field OR 2-4 years of experience working in outreach and/or with at-risk youth.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Able to provide non-judgmental services, including demonstrating an acceptance of a variety of lifestyles, behaviors, and cultural and spiritual practices.
- Comfortable and effectively able to work in a high-energy, fast-paced, and flexible environment where multitasking is often necessary.
- Strong written, verbal, and interpersonal communication skills.
- Energetic, personable, and self-directed.
- Able to manage time effectively.
- High degree of professionalism.
- Mission-driven and able to incorporate agency philosophy into service delivery.
- Comfortable with Microsoft Office applications, specifically Word and Excel.

LICENSES/CERTIFICATIONS:

- Valid MN State Driver's License required to transport clients. In addition to driver's license, insurance required to transport clients in a personal vehicle.

COGNITIVE REQUIREMENTS

Language Skills	Intermediate	Able to read and interpret documents (ex. procedures, rules, instructions); able to write routine reports and correspondence and speak effectively to individuals and groups.
Mathematical Skills	Basic	Able to calculate rates, ratios, and percentages.
Reasoning Skills	High	Able to solve practical problems, deal with a variety of variables, interpret instructions.
Computer Skills	Programs Required: Microsoft Word and Excel, Outlook, internet, database entry	

ENVIRONMENTAL CONDITIONS

- Moderate to loud noise (frequent talking of large groups, occasional shouting, city streets)
- Occasional exposure to lice, bedbugs, scabies
- Coarse language
- Occasional exposure to blood borne pathogens
- Body odor
- Exposure to outdoor all-weather conditions, typically 3-4 hours duration.

PHYSICAL REQUIREMENTS

Physical Function	Frequency		
	None	Occasionally	Regularly
Standing			✓
Walking			✓
Sitting		✓	
Using hands			✓
Reaching with hands and arms			✓
Climbing or balancing		✓	
Stooping, kneeling, crouching, or crawling		✓	
Talking			✓

Hearing			✓
Tasting/smelling	✓		
Lifting (up to 30 lbs)		✓	
Vision	Able to see at close distances (20 in or fewer), long distances (20 ft or more), and peripherally, and to perceive depth.		