

YOUTHLINK JOB DESCRIPTION: DOWNTOWN VIEW TRANSITION COACH



POSITION SUMMARY

The Downtown View Transition Coach provides supportive services to Downtown View Apartments, a 46-bed supportive housing facility for youth ages 18 – 24 that provides an innovative mixture of traditional single-occupant units and shared, four-bedroom units. Under the supervision of Downtown View Program Supervisor, the Transition Coach will work both independently and in close collaboration with the property manager to manage residents' transition from homelessness into safe and stable housing.

ESSENTIAL FUNCTIONS

CASE MANAGEMENT:

- Carry an active caseload of 15 clients, some of whom may have challenges due to mental illness or co-occurring disorders.
- Assess residents' strengths, deficits, and independent living skills, develop and document individual case plans to address needs, make appropriate referrals, and ensure follow-through.
- Based upon case plan, assist residents with gaining access to needed medical, social, educational, vocational, mental health and other necessary services as they relate to the client's independent living skills.
- Develop and strengthen youths' interpersonal skills by providing counseling and crisis intervention to support success in a shared living space and in the community.
- Build trusting relationships with residents and create an environment that fosters independent living and community building.
- Understand residents' journey and provide non-judgmental case management based on a harm-reduction/trauma-informed approach.
- Strengthen the delivery of direct supportive services that adhere to the cultural competencies and trauma-informed needs of the youth that we serve.
- Knowledgeable about community resources: ARMHS, ILS Workers, COPE, Front Door Services, & CES.
- Partner with onsite Mental Health Therapist & Transition Coach's to develop needs assessments to support wrap-around services for residents.
- Collaborate with YOC (Youth Opportunity Center) and community agencies based on resident goals and aspirations.
- Collaborate with front desk and property management staff to ensure thorough communication and documentation.
- Accompany residents to appointments as a YouthLink representative and support and advocate for youth.
- Maintain thorough and accurate records, completing timely client data entry as required in the agency MAARS and HMIS data base system.
- Participates in staff development and is responsible for knowledge concerning current information in the area of mental illness and substance abuse and treatment and related behavioral problems specific to the age and population served.

- Participate in conflict resolution meetings, support and build the community culture, and assist in planning activities and outings with residents.

DOCUMENTATION:

- Provide a minimum of 40 documented client service hours per month and complete all case documentation and reporting in a timely manner.
- Complete, maintain, and report on individual program files during supervision, provide data for program reports, update monthly goal plans, and client data entry documentation thoroughly, accurately, and within established timelines.

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 Nine Guiding Principles to work with clients, staff, and community and partner agencies.
- Consistently arrive on time for your shift/scheduled meetings and communicate absences according to agency policy.

COMPENSATION AND BENEFITS

- Salary range is \$38,000 to \$40,500 depending on experience
 - Medical
 - Dental
 - Life-Insurance
- Paid Time Off and 11 Paid Holidays

QUALIFICATIONS

EDUCATION/EXPERIENCE:

Bachelor's Degree or higher with a major in counseling, social work, psychology, criminal justice, rehabilitation, special education, health education, or a related human services field and a minimum of one year of full time or equivalent experience working with youth ages 18 to 24 experiencing mental illness or homelessness.

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.
- Strong knowledge of principle-based approach, including harm-reduction, trauma-informed, strengths-based, and other areas reflected in YouthLink's Nine Guiding Principles.
- Knowledge of educational and vocational pathways for youth.
- Ability to make sound decisions independently in crisis situations.
- Effective written, verbal, and interpersonal communication skills.
- Comfortable with and effectively able to work independently.
- High degree of professionalism.
- Able to work in a collaborative environment.
- Demonstrated experience working with communities of color.
- Mission-driven and able to incorporate agency philosophy into service delivery.
- Comfortable with Microsoft Office applications.
- **PREFERRED:** Knowledge of local housing regulations and needs of youth experiencing homelessness.
- **PREFERRED:** Experience with case management documentation.

LICENSES/CERTIFICATIONS:

- Valid MN State Driver’s License, insurance, and access to reliable multi-passenger transportation.

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 noise (office environment, conversation)
- Occasional exposure to lice, bedbugs, scabies
- Coarse language
- Occasional exposure to blood borne pathogens
- Body odor

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.		

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.