

YOUTHLINK JOB DESCRIPTION: NICOLLET SQUARE TRANSITION COACH



DEPARTMENT	Nicollet Square	DEPT. CODE	360
CATEGORY	Full-Time	STATUS	Non-exempt
LOCATION	Nicollet Square Apartments	SUPERVISOR	Nicollet Square Program Supervisor
BENEFIT ELIGIBILITY	Class 1	HOURS	Mon – Fri, eves & wknds as required

POSITION SUMMARY

The Nicollet Square Transition Coach is a positive role-model, mentor, and life coach for residents of Nicollet Square Apartments. The Transition Coach helps residents identify and achieve goals that help them maintain safe and stable housing, employment, and education. By building trusting relationships and focusing on residents' unique strengths and positive characteristics, the Transition Coach guides them toward empowerment, community connectedness, self-sufficiency, and independence.

ESSENTIAL FUNCTIONS

CASE MANAGEMENT:

- Carry an active caseload of 10 to 25 clients.
- Assess residents' strengths and independent living skills, develop and document individual case plans to address needs, make appropriate referrals, and ensure follow-through.
- Mediate conflicts between residents in communal living situations.
- Provide counseling and crisis intervention in individual and group settings.
- 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.
- Collaborate with YOC and community agencies based on resident goals and aspirations.
- Collaborate with front desk and property management staff to ensure thorough communication and documentation.
- Provide flexible case management both onsite and in the community.
- Maintain thorough and accurate records and completing client data entry as required.
- 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.
- Knowledgeable about community resources: ARMHS, ILS Workers, COPE, Front Door Services, & CES.

- 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 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

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 communicate individual program files, program reports, documentation, and client data entry 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 Guiding Principles to work with clients, staff, and community and partner agencies.
- Consistently arrive on time for scheduled meetings and communicate absences according to agency policy.

OTHER FUNCTIONS

- Ensure best practices, agency standards, and program development through participation in weekly supervision meetings, team meetings, All-Agency meetings, clinical consultation, and trainings.
- Consistently communicate daily and weekly schedules with youth to direct supervisor.
- Other duties as assigned.

QUALIFICATIONS

EDUCATION/EXPERIENCE:

Bachelor's degree in social services or a related field AND 2-4 years of experience working in supportive housing.

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 in principle-based approach, including harm-reduction, trauma-informed, strengths-based, and other areas reflected in YouthLink's 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.
- **PREFERRED:** Experience with database entry.

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.