YouthLink Job Opening:

On Call Overnight Youth Advocate 6pm-9am (two shifts available)

Be a part of building a strong and supportive community for youth.

About YouthLink

Founded in 1977, YouthLink is a leader in the Twin Cities for guiding young people (ages 18-24) experiencing homelessness from disconnection and hopelessness to self-reliance and wholeness. YouthLink provides inclusive, holistic services that move youth forward on their journeys toward achieving education, career, housing, and stability goals. YouthLink also hosts the Youth Opportunity Center (YOC), a “one-stop shop” of over 30 community partners who serve homeless youth. More than 1,800 young people seek services at YouthLink annually. In partnership with three affordable housing agencies, YouthLink also provides supportive services in more than 190 units of transitional and permanent supportive housing throughout the city.

Our Mission

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

Our Vision

To be a community where all youth, without regard to their living situation, have an equal opportunity to pursue their goals and dreams, and an equal likelihood of achieving them.

POSITION SUMMARY

This position is often the first encounter a young person, staff, partner and/or community member experiences at YouthLink. It is expected this “on-call” position can manage competing priorities, bring a positive and engaging attitude of customer service and willingness to help answer phone calls, manage visitors, welcome young people off of the streets and interface with our community partners.

The Youth Advocate “on-call” person will also be responsible for working with the onsite team to ensure the safety and well-being of youth, staff and visitors, as well as the physical property of YouthLink (42 North 12th Street) within the framework of the agency Mission and Vision Statements, Nine Principles, and the employee handbook regulations. This position is required to adhere to all agency policies/procedures and practices (time/attendance, cell phone, telecommunications, safety, remaining awake/alert, etc).

ESSENTIAL FUNCTIONS

1. Provide professional “youth-friendly customer service” at all times, including on phone calls, interactions with youth, staff and visitors, as well as the use of the YouthLink paging system.
2. Be the first point of contact with all youth coming into the agency. Make sure all youth go through COVID 19 protocols, are checked in properly through safety procedures, entered into the database and that all personal items have been checked.

3. Engage in positive interaction with all youth, YL staff, external and internal partners. The Youth On-Call Advocate is not a case navigator and as such, should not engage in long-term intervention support with youth.

4. Monitor Welcome Center desk including answering phones with professional courtesy, directing callers to appropriate extensions or parties, and greeting residents, staff, guests and partners.

5. Monitor entrance and activity in facility through video surveillance equipment. Report unusual and/or suspicious activities/events to management staff or person in charge (PIC).

6. Perform rounds in drop-in regularly to ensure safe environment is maintained. Rounds should be completed as often as directed by supervisor (minimum every 60 minutes).

7. Work with youth in situations, such as, assisting staff to resolve conflicts, inspecting youth belongings, and other duties as assigned. Use de-escalation techniques as necessary or summon help from staff or call 911 to protect residents and/or staff from harm. Assist as appropriate in any emergency situations and during crisis interventions.

8. Maintain an ongoing log of activity throughout the shift, (including inspection rounds/foot patrol) and document all critical incidents. All documentation should be filed appropriately at the end of the shift.

9. Other duties as assigned, including serving as back-up coverage during varied shifts.

**Job Requirements**

**EDUCATION:** High School Diploma required; Bachelor’s Degree in Human Services or related field preferred.

**SKILLS:** Must have good organizational skills and the ability to communicate well both verbally and in written form with others. Have knowledge of Security procedures.

**WORKING CONDITIONS:** General business/office environment. Must be able to lift up to 40 lbs. on occasion, bend, sit and stand for prolonged periods of time. Some weekend/holiday work may be required.

**HOURS:** Depend on coverage needed.

**EQUIPMENT USED:** General office equipment including computer, security cameras, thermometer scanner, etc.
HOW TO APPLY

E-mail a cover letter and resume with the subject line “Overnight On Call Youth Advocate” to careers@youthlinkmn.org.

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.