YouthLink Job Opening:  
Downtown View Transition Coach 
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 to believe and use their own potential to achieve long-term stability and self-reliance. YouthLink provides inclusive services to move youth forward on their journeys to holistic, integrated education, employment and housing stability. YouthLink also serves as the host site for the Youth Opportunity Center (YOC) a “one-stop shop” of multiple community partners all focused on serving homeless youth. More than 1800 young people seek services at YouthLink annually. In partnership with two affordable housing agencies, YouthLink also provides supportive services in more than 90 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
The YouthLink 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.
• 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 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.
• Cultural competence and the ability to demonstrate cultural competence toward residents with diverse values, beliefs, and feelings.

**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.

**QUALIFICATIONS**

**EDUCATION/EXPERIENCE:**
Bachelor’s degree required in social work or human services AND 2-4 years of experience working in supportive housing or as an ARMHS or ILS worker.

**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 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.

ADDITIONAL REQUIREMENTS:
• Must have regular and ready access to reliable transportation for purposes including, but not limited to: attending and transporting youth to and from community meetings, events, and media engagements; transporting essential materials (including signs, posters, printed materials, equipment, and other necessary items) to and from events; traveling to and from offsite photo and video shoots

HOW TO APPLY
E-mail a cover letter and resume with the subject line “Downtown View Transition Coach” to housing-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.