YouthLink Job Opening:
Welcome Center Coordinator
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 Welcome Center Specialist is at the heart of all YouthLink and Youth Opportunity Center (YOC) operations. As the first point of contact with youth, YOC partners, and the public both in-person and via phone, the Welcome Center Specialist sets the tone for all visitors by initiating a welcoming, safe, responsive, and caring experience. Welcome Center Specialists are “first impressions” managers.

ESSENTIAL FUNCTIONS

WELCOME CENTER
FIRST IMPRESSIONS MANAGEMENT:

• Work proactively to create a welcoming, inclusive environment by providing outstanding, responsive, and prompt customer service to all visitors: youth, partners, and community members.
• Provide up-to-date, accurate information about onsite services, room usage, special events, and community resources.
• Manage “Welcome Center” emails and phone calls.
• Conceptualize and create opportunities for the Welcome Center to reflect a youth friendly and visually motivating atmosphere with support from the Director of Development or Executive Director.
CLIENT RESPONSIBILITIES:
- Assess and appropriately respond to client crisis.
- Observe and adhere to all client confidentiality standards.
- Clearly communicate with drop-in team.
- Updating staff about client status’ and changes through MARRS and direct communication.
- Work in collaboration with the Intake Specialist and Housing Navigator to address youth needs.

INTERNAL YOUTHLINK EVENT MANAGEMENT:
- YouthLink celebrations and events as well create themes and ideas around the celebrations and events.

FACILITY LIAISON:
- Ensure facility safety/security and monitor the security system, including cameras and facility access and communicate concerns to the Supervisor and Onsite Administrator.
- Develop and create distribution of informational emails, bulletins, and announcements.
- Create and manage content for Electronic Communication Board in the Welcome Center.
- Manage agency and youth mail distribution.
- Address current trends, concerns, or changes in weekly staff meetings
- Perform daily upkeep and cleaning of the Welcome Center and staff mail room.
- Manage visitor sign-in process.
- Provides limited support services to the Development team with donation coordination.

AGENCY REPRESENTATION:
- Maintain appropriate 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.

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.
- Ensure adequate supply inventory and communicate office supply needs to Administrative Manager.
- Monitor and distribute incoming faxes.

QUALIFICATIONS

EDUCATION/EXPERIENCE:
A high school diploma AND 2-4 years of experience. Prior experience working at a front desk/reception area and/or in a social or recreational program is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:
- 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.
• Able to respond to aggression when necessary in ways that de-escalate and establish and maintain staff and youth safety.
• Able to maintain a high degree of professionalism.
• Energetic, personable, and self-directed.
• Strong interpersonal, verbal, and written communication skills.
• Mission-driven and able and willing to incorporate agency philosophy into service delivery.

Comfortable with Microsoft Office applications.

HOW TO APPLY

E-mail a cover letter and resume with the subject line “Welcome Center Coordinator” 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.