YouthLink Job Opening:
Youth Intake Specialist

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 Youth Intake Specialist (YIS) will work directly with youth ages 18 to 24 as the initial contact in welcoming new participants to the YouthLink Drop-In Center. The YIS is the first point of contact who begins developing a trusting youth-adult relationship in order to assess and triage youth needs through the in-take process by asking questions and compiling data. The Youth Information Specialist then uses the information to connect the participants with the day-time Opportunity Navigators and Transition Coaches or makes other appropriate internal and external referrals.

ESSENTIAL FUNCTIONS

Drop-In Center:
- Identify and compile specific demographics for monthly reporting summaries.
- Track referral sources to identify where participants are experiencing the most need.
- Assist youth in accessing the basic needs of food, housing, health care services, clothing and any other services needed for self-sufficiency.
- Organize, facilitate, promote, and participate in support group activities hosted by YouthLink staff, partners, and volunteers.
• Maintain up-to-date knowledge of the Youth Opportunity Center (YOC) and community services, and work collaboratively to engage youth with YOC partners and other community agencies based on youth goals and aspirations.

• Conduct regular analysis and assessment of youth needs, eligibility, and service effectiveness; the effectiveness of results in youth files; report results regularly; adjust programming accordingly.

• Provide behavioral management, de-escalation, and crisis intervention where necessary. Provide personal advocacy and emotional support.

• Provide services using a harm reduction and trauma-informed approach.

• Observe and adhere to all confidentiality standards.

• Ensure safety and security of YouthLink culture, community and facility continuously.

• Maintain continuous standard of professional behavior, including professional representation of the agency at meetings, events, activities and other professionally related duties.

• Document and demonstrate active use of 9 principles of effective practice for working with homeless youth, trauma-informed interventions; and knowledge of strategic goals.

• Assist youth in determining if they identify as victims of crime and provide information on their rights as a victim of crime.

• Consistently arrive on-time for scheduled shifts and communicate weekly schedules and absences according to agency policy.

**DOCUMENTATION:**

• Maintain thorough and accurate records. May include, but not limited to: log book notations, incident reports, sign-in sheets, and any other forms used as directed by the program supervisor.

• Complete and enter initial contact information, statuses, goal maps, client data, partner program tracking, and MARRS documentation daily.

• Provide a minimum of 60 documented client service hours per month and complete all case documentation and reporting in a timely manner.

**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 youth, staff, 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.

• Other duties as assigned.

**QUALIFICATIONS**

**EDUCATION/EXPERIENCE:**
Bachelor’s degree in social services or a related field OR 3-4 years of experience working with at-risk youth.

**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.

• Comfortable and effectively able to work in a high-energy, fast-paced, and flexible environment where multitasking is often necessary.
• Able to verbally and physically respond to aggression when necessary in ways that de-escalate and establish and maintain staff and youth safety.
• High degree of professionalism.
• Able to manage time effectively.
• 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.

**LICENSES/CERTIFICATIONS**
• Valid MN State Driver’s License required to transport clients. In addition to driver’s license, insurance required to transport clients in a personal vehicle.

**HOW TO APPLY**
E-mail a cover letter and resume with the subject line “Youth Intake Specialist” 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.