



Job Description

Position Title:	Youth Support Specialist, ORC
Employment Classification:	Full-time; Hourly; Non-Exempt
Reports to:	ORC Supervisor
Department:	Program
Program Summary:	The Orangewood Resource Center (ORC) is a drop-in center for Transitional-Age Youth (TAY) to access community resources and case management services to support their transition to self-sufficiency.

Position Summary:	Youth Support Specialists (YSS) provide assistance and life skills instruction to all TAY who visit the ORC. YSS provides case management services and assists youth with getting connected to community resources (e.g.: employment, education, housing, etc.) that will assist the youth with achieving their greatest potential.
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Major Areas of Responsibility:

Oversee ORC Activities

- Provide an orientation/tour of the ORC for new clients, new staff, volunteers and others as appropriate
- Maintain and distribute ORC resource materials (job board, housing list, hygiene items, meals, groceries, school supplies, emergency work clothes, etc.) and maintain distribution logs
- Manage sign-in sheet and daily input into client database
- Establish professional, collaborative relationships with all outside community partners who provide their services on site
- Oversee all client activities while in the ORC and enforce ORC policies and rules

Case Management/Crisis Intervention

- Administer needs assessments for and assist clients in becoming familiar with and connect to appropriate community resources
- Provide one-on-one case management to youth on a regular basis (weekly or bi-weekly based on youth's need)
- Update client database regularly with regard to case management services provided
- Effectively track, report, and monitor youth's progress on established goals
- Demonstrate the ability to quickly and calmly diffuse crisis situations
- Ability to adapt to and work in a high crises environment
- Proficient in establishing a strong rapport with all youth

Administrative Duties

- Provide good customer service by responding timely to phone calls, emails, youth or

- o others who walk into the ORC
- o Keep ORC and kitchen organized, clean and in good repair
- o Must be able to meet all deadlines related to updating client database with regard to case management notes, sign in sheets, and distribution logs
- o Attend individual supervision meetings bi-weekly and group supervisions weekly
- o Other duties as assigned by the ORC Lead Coordinator or Program Supervisor

Knowledge, Skill and Experience Requirements:

- o Bachelor degree completed in Psychology, Social Work, Human Services, or related field REQUIRED
- o Minimum of 1 year experience working with TAY population REQUIRED; 2+ years' experience is highly preferred
- o Minimum of 1 year experience with crisis intervention/de-escalation techniques; 2+ years' experience is highly preferred
- o Demonstrate a moderate understanding of Trauma Informed Care, challenges/barriers with TAY population, resources available in the community
- o Ability and flexibility to work in a high crises, fast paced environment
- o Understand that evening hours are required; may also need weekend hours coverage
- o Proficient in Microsoft Office: Outlook, Word, and Access. Preferred knowledge in data entry
- o Possess a valid California driver's license and proof of insurance

Essential Qualities:

- o Understanding of, and passion for, the Foundation's Mission and Vision
- o Exemplifies organizational core values of Accountability, Integrity, and Respect
- o Demonstrates organizational operating principles of Communication and Teamwork
- o Displays the organization's essential attitudes by approaching projects, activities, and other job functions with Flexibility and a Positive Attitude
- o Passion for and enjoys working directly with TAY population

Working Environment/Physical Requirements:

Primarily an office job. Occasional driving to meetings/trainings. Physical requirements include standing, sitting, typing, bending and lifting up to approximately 50 lbs. (i.e. tables, chairs, food, water, etc.) Modification to work schedule may be made based on need of the Foundation and ORC

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