



# job description: care coordinator I – PAD

full-time

## agency information

**Position Title:** Care Coordinator I

**Location:** Whatcom County

**Reports to:** PAD Manager

**Hours:** 40 hours per week, non-exempt position

**Starting Salary Range:** \$20.00 - \$22.29 per hour; wage dependent on relevant qualifications, education, and experience

**Women, people of color, transgender individuals, alumni of foster care, those who have experienced youth homelessness and members of other underrepresented populations are strongly encouraged to apply.**

**Mission:** At Northwest Youth Services, we affirm youth experience and autonomy, as we work together to foster collective healing and justice, in order to dismantle the systems of oppression that perpetuate youth homelessness.

### Core Values:

*Community* – We promote interdependence and recognize that everybody needs a community to thrive. We know that we are stronger together.

*Justice & Liberation* - We believe that it is critical to acknowledge, name, and actively work to dismantle the historic systems and societal structures that fuel crisis and poverty.

*Humanity* - We work with respect and compassion for each other and believe that everyone deserves to belong: to be safe, heard, and valued.

*Accountability* – We believe that no one is done learning; as a community we hold each other to a high standard, and work to educate, grow and heal together.

**Vision:** Guided by our core values and commitment to becoming an Anti-Racist organization, Northwest Youth Services envisions a community in which all young people are seen as catalysts in creating a just and liberated society that supports each of our unique journeys through life.

## job mission

This position contributes to Northwest Youth Services' (NWYS) success by providing basic coordination of care for youth program participants within NWYS for minors at our temporary housing facility, the PAD. The PAD is 24 hour/7 days a week, a temporary living facility that provides shelter for unhoused youths in the Bellingham area. Under the direction of the PAD Manager, Care Coordinators are responsible for facilitating and cultivating an environment where youth feel welcomed, are oriented to the services that are provided at the PAD and referred to social and clinical support services when appropriate. Care Coordinators must operate in a collaborative team format that offers group activities, establishes healthy boundaries, help youths cultivate a sense of belonging and purpose, and promote wellness and group participation.



## core competencies

To perform this job successfully, the individual should demonstrate the following competencies:

**Change Agility:** Able to embrace needed change; able to provide and implement feedback; effective in the face of ambiguity.

**Integrity:** Must be honest and take responsibility for actions and enforce healthy boundaries with both youth and staff members.

**Positive Impact:** Have a passion for NWYS' mission and vision; display a positive attitude.

**Learning Agility:** Seeks to improve knowledge, skills, and abilities in related service areas. Accepts and is receptive to supervision, integrates offered by others.

**Creativity:** Resourceful in finding ways to improve and advocate for change when necessary; fosters creativity in others.

**Active Listening:** Ability to effectively work independently and in partnership with team members; ability to communicate effectively with youth and others.

**Informal Communication:** Articulate ideas clearly and organize ideas effectively. Answers phone calls and emails promptly and respectfully.

**Organizational Knowledge:** Understands operational procedures; demonstrates an in-depth understanding of what the organization does.

**Initiative:** Proactive; act without being prompted.

**Team Player:** Effectively partner with people across the organization; is committed to the success of all team members as it supports the vision and mission of the organization.

**Sensitivity:** Communicates empathy and respect of individuals; ability to be appreciative of diversity.

## key responsibilities

### Leadership:

- Offer vision, creativity, and enthusiasm to employees to generate positive thinking and best practices for young people.
- Create effective partnerships and maintain meaningful involvement with consumers, advocates, neighbors, and community partners.
- Participate in creating and maintaining a workplace that values diversity and is free of discrimination based on race, sex, gender identity, sexual orientation, ability, and other aspects of identity.
- Continue to foster and improve an organizational culture that builds on our core values of youth engagement, partnership, and maintaining healthy boundaries.

### Engagement:

- Build trust and rapport with young people experiencing homelessness and housing instability, including those who have experienced trauma.
- Engage, support, coach, and develop young people using healing-centered engagement practices and a strength-based approach.
- Provide on-site and community-based supervision, while maintaining professional boundaries in providing crisis intervention and services to young people. Must learn and apply effective de-escalation, problem-solving and mediation skills. Be willing to intervene in times of crisis using these skills.

### General Duties:

- Complete necessary paperwork and data collection, including screenings, intake, enrollment, case notes as needed. Additionally complete incident reports within the required timeframe on any facility damage, medical emergencies or any incident which occurs out of the ordinary functioning of the site.
- Maintain accurate progress notes, logbooks, and other types of documentation according to agency standards on each shift.



- Comply with the agency's mandated reporting requirement and report suspected abuse, neglect, or sexual exploitation of minors within the required timeframe.
- Support with coordination of basic needs, inclusion of meals, referrals to systems of support, clothing, etc.
- Work collaboratively with other Northwest Youth Services programs, families, school district professionals, crisis services personnel, and staff from other agencies in support of youth.
- Communicate client needs and behaviors to the appropriate staff, and with direction from the Youth Development Coach and/or Program Management, refer young people to appropriate and necessary services, as needed.
- Oversee the safety and cleanliness of the facility, including disinfecting surfaces and following cleaning protocols. Perform light janitorial work, including vacuuming/sweeping/mopping; taking out trash; and similar tasks, as outlined by site need and agency protocols. Compile maintenance requests and submit to program leadership/maintenance staff as needed.
- Involve Management, On-Call Supervisor(s) and/or Emergency Services in case of emergency.
- Act as a professional representative of Northwest Youth Services and maintain a professional working environment (office, personal workspace, agency vehicle, etc.).
- Maintain a flexible work schedule (filling shifts on some weekends, early and/or late hours).
- Work closely with Northwest Youth Services staff in engaging young people in individualized education, employment and life skill plans and activities.
- Help plan for, direct and/or provide support for recreational, educational, and therapeutic activities that are in alignment with client goals.
- Educate young people on independent living skills/tasks, including but not limited to personal care and food preparation.
- Provide transportation for outings and client appointments; operate the agency vehicle in accordance with the law and in a safe manner.
- Assist in packing client belongings and cleaning and sanitizing exited bedrooms, and prepping bedrooms for incoming clients.
- Prepare and cook meals for up to 12 residents and staff.
- Dispense medication (as needed) and complete related documentation. Perform medication reconciliation and update medical binder forms according to individual program procedures and timeline.
- Maintain an awareness of client whereabouts and line of site supervision, as required. Complete room, bed and safety checks at required intervals and complete required documentation.
- Engage and participate in weekly staff meetings.
- Complete a minimum of 24 hours of professional training and development each year; and
- Other Duties as assigned.

**The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job.** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and depth perception. While performing these job duties, the employee is regularly required to listen to others and provide verbal feedback. The employee is required to frequently sit for extended periods of time, stand, walk, climb, or balance.

## qualifications

### Minimum Qualifications

- High school diploma or GED;
- Meet at least one of the following criteria:
  - Have at least six months of similar, full-time experience working directly with vulnerable populations; or
  - Be attending classes at an accredited college or university related to caring for vulnerable populations
- Knowledge of Microsoft Office software including Word, Excel, Access, Outlook, Publisher;
- Careful attention to detail and strong organizational skills;
- Ability to work in a fast-paced environment, manage many different ongoing projects and meet deadlines;
- Excellent written and interpersonal communication skills;
- Must be 21 years of age or older;
- Requires full COVID vaccination (may consider accommodation for medical or religious reasons); and
- Must pass background checks.

### *Required within first 30 days of employment:*

- CPR/First Aid/Bloodborne pathogens certifications required;
- Must have a negative TB test; and
- Full understanding of the CPS reporting requirements.

### Preferred Qualifications

- Bachelor's Degree in Social Work, Human Services, or related field;
- 2-3 years of experience working with at-risk and/or homeless youths
- Knowledge of issues faced by young people at-risk of/experiencing homelessness.

## Benefits

### Benefits

- Starting Salary Range: \$20.00 - \$22.29 per hour;
- Earn sick and vacation time based on hours worked;
- Health insurance benefits begin first of the month following date of hire;
- Simple IRA Retirement plan with match up to 3% of employee contributions, per pay period, after first year of employment;
- The position is located in beautiful Whatcom County, Washington, in the Pacific Northwest

**Application Instructions:** Please e-mail your resume, cover letter, and application (PDF found at <https://www.nwys.org/jobs>) to [humanresources@nwys.org](mailto:humanresources@nwys.org). In your cover letter please address your experience related to the position and list how you meet the required minimum and preferred qualifications. For more information about Northwest Youth Services please visit our website at <https://www.nwys.org>

Northwest Youth Services is an Equal Opportunity employer. Employment is based upon individual qualifications without regard to race, color, sex, religion, national origin, citizenship, age, marital status, veteran status, disabilities, political ideology, sexual orientation, or any other legally protected status.

