



job description: Associate Director of Whatcom Engagement

organization information

Position Title: Associate Director of Engagement Services

Location: Whatcom County

Reports to: Director of Young Adult Services

Hours: Full-Time, non-exempt position

Starting Wage Range: \$29.79 - \$33.20 per hour; wage dependent on relevant qualifications, experience, and education

Individuals fluent in Spanish and women, people of color, transgender individuals, and members of other underrepresented communities 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 NWYS' success by supervising and supporting the Whatcom outreach, drop-in, and pre-housing case management services.

The Associate Director of Whatcom Engagement leads the team toward achieving the vision of the engagement and outreach programs.



core competencies

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

Mission Focused: Incorporate mission into daily activities; communicate mission and interpret application for staff.

Self-Objectivity: Know personal strengths and limitations; open to and seeks feedback for self-improvement.

Initiative: Proactive; take action without being prompted; recognize and encourage initiative in others.

Team Player: Effectively partner with people across the organization.

Composure: Respond calmly to stressful circumstances.

Team Management: Set, communicate and monitor team goals; foster team atmosphere and reward collaboration

Integrity: Must be honest and take responsibility for actions.

High Standards: Model excellence; hold staff accountable for quality outcomes; require continuous improvement.

Risk-Taking: Able to fail and learn from it; try new things and take calculated risks.

Assertiveness: Trust their own judgment; challenge others appropriately.

Informal Communication: Clearly articulate information, opinions, and ideas.

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

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

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

key responsibilities

Leadership:

- Offer vision, creativity, and enthusiasm to employees and community members to generate positive thinking and best practices for young people;
- Maintain meaningful involvement with youth, advocates, 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; and
- Continue to foster and improve an organizational culture that builds on our core value of youth engagement and partnership; and
- Assist with the creation of a positive and collaborative culture that attracts and sustains top talent at all levels of the organization.

Management (40%):

- Lead collaboration efforts with the Director of Young Adult Services and other staff members to develop strategies for sustaining and growing the engagement services' effectiveness, integrating staff and youth input;
- Collaborate with the Director of Young Adult Services to develop strategies for sustaining and growing effective programs, ensuring continuity across all agency services;



- Continually evaluate and enhance the equity of service delivery and support to all youth including BIPOC and LGBTQ+ youth;
- Provide high-level support to ensure staff and participants safety, mitigate liability, and support responses to emergent situations;
- Provide weekly supervision to engagement service staff and accurately document relevant information according to Agency standards;
- Supervise a direct service team (managers and/or coordinators) who are responsible for program success and continued growth, in a style that is aligned with the NWYS mission, vision and values;
- Integrate agency discussions and decisions into NWYS services in engagement services pillar, advocating for the needs of the outreach and engagement services, community, and staff;
- Ensure service staff are in compliance with current NWYS policies and procedures.
- Assist in recruiting, hiring, orienting, training and transitioning out staff and volunteers; Coordinate support for service staff and duty coverage, as needed;
- Collaborate with the service staff, the Director of Young Adult Services, and other service leads to maintain positive program outcomes;
- Lead efforts for the production of timely and complete program and grant reports;
- Lead efforts in ongoing program evaluation and development efforts;
- Lead efforts in the development and maintenance of program procedures, in collaboration with other engagement service staff;
- Lead relevant efforts in the developing and maintaining community partnerships, integrating services into daily operations and schedule of the Skagit services and to the benefit of the Engagement Services;
- Keep supervisor informed of issues and concerns related to program, staff, and youth;
- Follows Agency policies and procedures, RCW's, WAC's, and other applicable external regulations;
- Complete professional training and development each year as required by the agency or funders; and
- Other duties as assigned.

Operations (25%)

- Provide high-level support of day-to-day site operations and service locations, in collaboration with the team of Directors and administration;
- Collaborate with Director of Young Adult Services to maintain positive relationships and operations at the Skagit office and greater community;
- Review Incident Reports and ensure proper procedures were followed, and debrief with staff as needed;
- Regularly review the Program Budget and other data collection information as required by contracts/funders;
- Ensure that the programs are in full compliance with all federal, state, and local regulations, and laws;
- Grant Compliance: Complete and submit timely grant reports, with support from the Director of Young Adult Services; and

- Assist in the production of grant applications.

Community Outreach (20%):

- Participate in relevant meetings with Skagit County Public Health, OHY, and other funders;
- Conduct community relations and outreach activities;
- Collaborate with the Director of Advancement to increase visibility through fundraising, community relations, and marketing;
- Assist in the development of strategies to encourage new or increased contributions;
- Implement strategies to encourage continued giving from current donors; and
- Recruit sponsors, participants, or volunteers for fundraising events; and
- Attend Agency and relevant community meetings.

Youth Programs (15%):

- Build high-quality relationships with youth participants to understand the personal experiences of young people impacted by homelessness;
- As needed, greet clients and supply information regarding NWYS and its services to callers, clients, drop-ins, etc. Referring callers, clients, etc. to appropriate agencies when our services do not cover their needs;
- Assist program leads in coordinating and/or implementing behavioral interventions, as necessary, according to Washington State Law and NWYS' policies and procedures;
- Effectively support youth and engagement service structure in a housing first, harm reduction approach; and
- Coordinate safety planning and crisis response of youth when needed.

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:

- Bachelor's degree in Social Services or related field; or four years' experience managing services for vulnerable populations;
- Three years' experience working directly with young people in crisis;
- Two years' supervision experience;
- Success integrating principles of equity and diversity into program policies and culture;
- Demonstrated experience working with high risk youth;



- Demonstrated experience working with people who are experiencing homelessness;
- Demonstrated experience working under and reporting to grants;
- Demonstrated experience managing a program budget;
- Previous training in de-escalation, Positive Youth Development, CSEC, Domestic Violence, Youth Mental Health First Aid, or other related trainings;
- Proficient with Word, Excel, and general office machines;
- Must be 21 years of age or older;
- Proof of Washington State Driver's License, driving record, and auto insurance; and
- Must pass background checks.

Required within first 30 days of employment:

- CPR/First Aid/Blood borne pathogens certifications required;
- Food Handler's Card;
- Must have a negative TB test; and
- Full understanding of the CPS reporting requirements.

Preferred Qualifications:

- Master's degree in Social Services or related field, and
- Program management experience serving young people experiencing homelessness.

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. Alumni of foster care and those who have experienced youth homelessness are encouraged to apply.

