



job description: whatcom engagement on-call youth advocate

organization information

Position Title: Whatcom Engagement On-call Youth Advocate

Location: Whatcom County

Reports to: Service Supervisors: Street Outreach Program, Ground Floor, Winter Shelter, Etc.

Hours: Varies – On-Call, non-exempt position

Starting Wage Range: 15.96 to 17.79; wage dependent on relevant qualifications, education, and experience

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

The Whatcom Engagement On-call Advocate contributes to NWYS' success by engaging at-risk, runaway, and homeless youth either out on the street with our Street Outreach Program, in our day shelter the Ground Floor, or at our temporary Winter Shelter, to help them stay safer and gain access to services in order to become self-sufficient. Additionally, this position creates sustainability for Whatcom Engagement programs in covering available shifts so other staff can use their PTO. This position uses a Harm Reduction and Positive Youth Development approach to link youth with necessary resources to reach their goals.



The primary goal of the Whatcom Engagement On-call Advocate position is to collaborate with other staff and volunteers to build sustainable long-term relationships with youth on the street and in supportive spaces for youth.

core competencies

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

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

Conflict Management: Effectively manages disagreements.

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

Youth Orientation: Actively seeks feedback from youth; establishes effective relationships with youth; knowledgeable about issues facing homeless youth and an understanding of the experiences they are going through.

Integrity: Must be honest and take responsibility for actions; ability to set healthy limits and maintain the helping role of practitioner.

Positive Impact: Have a passion for NWYS' mission and vision; a belief in the capacity for a young person to change; displays a positive attitude.

Learning Agility: Seeks to improve knowledge, skills, and abilities in related service areas; implement core principles and evidence-based practices including, but not limited to: Positive Youth Development, Trauma Informed Care, Right Response, and Youth Mental Health First Aid.

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.

key responsibilities

Youth Programs:

- Perform outreach shifts when available; can include evening and weekend shifts. Shifts may vary from week to week depending on the needs of the youth and the program;
- Provide outreach services to youth on the street and in drop-in spaces for youth;
- Coordinate provision of basic care and supervision for youth in the Ground Floor day-use space;
- Facilitate all Ground Floor program activities, make routine check on all facilities to ensure safety, and respond appropriately to all emergencies;
- Build healthy, safe relationships with runaway and homeless youth ages 13-24 in Whatcom County;
- Ability to communicate effectively with familiarity on topics of interest to youth;
- Uphold appropriate boundaries and mediate conflict in group spaces;
- Research and provide appropriate referrals and information to youth about NWYS programs and other resources in Whatcom County;



- Perform street routes using organization vehicle, on-foot, by bicycle, and via public transportation to meet youth anywhere in Whatcom County;
- Be primary contact during shift on an assigned team, answer Street Outreach and Ground Floor phone calls during shifts, and return missed calls and voicemails;
- Collaborate with other staff and volunteers on street outreach routes and shelter shifts;
- Research and provide appropriate referrals and information to youth about NWYS programs and other resources in Whatcom County;
- Thoroughly document all Street Outreach activities, and keep supervisor informed;
- Assist with the training of SOP and Agency employees and volunteers as assigned;
- Assist in maintaining Outreach supply lists for purchase and donation needs;
- Help to organize and promote youth-led activities at NWYS;
- Solicit youth feedback about services;
- Engage youth in pregnancy, parenting and safe sex communication and knowledge;
- Coordinate safety planning and crisis response of youth when needed;
- Must be able to meet deadlines;
- Able to travel on-foot with a 20-pound bag for 3 hours at a time;
- Keep supervisor and other program staff informed of issues and concerns related to youth;
- Accurately document relevant youth information and activities according to program standards;
- Attend relevant Organization meetings and all other activities identified as necessary;
- Knowledge of program policies and procedures;
- Participate in program evaluation efforts;
- Complete professional training and development each year as required by your program;
- Bill hours appropriately to the service coverage provided;
- Maintain communication with the service supervisor(s) about their on-call availability; 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; or a combination of education, experience, and training that demonstrates the ability to perform the duties of the position;
- Understands the experiences of young people who have been and are currently experiencing homelessness and/or housing instability through direct lived experience;



- Personal experience with recent housing instability and/or homelessness as a youth or young adult;
- Recognizes the value that different perspectives and cultures bring to an organization; is sensitive to socio-economic and cultural norms, expectations and ways of communicating;
- Experience taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm;
- Demonstrated experience gaining confidence and trust of others through honesty, integrity and authenticity;
- Ability to share lived experiences in a helpful, inspirational way; model healthful behaviors;
- Requires full COVID vaccination (may consider accommodation for medical or religious reasons); and
- Must pass background checks.

****Must be 21 years old to be considered for working on-call shifts at NWYS PAD licensed site.****

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.

Additional Qualifications:

- Bachelor’s degree in Human Services or another related field; or a combination of education and or 5 years’ experience working with young people experiencing homelessness;
- Experience with homelessness as a young person;
- Demonstrated skill in working with youth who may be reluctant to engage in services.
- Experience demonstrating ability to successfully build and maintain rapport and trust with youth.
- Demonstrated experience working with young people in crisis and/or experiencing homelessness;
- Demonstrated experience working in the housing field;
- Spanish, Russian, or ASL speakers preferred; and
- Previous training in Positive Youth Development, CSEC, Domestic Violence, Youth Mental Health First Aid, Motivational Interviewing, Harm Reduction or Trauma Informed Care.

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.

