



# job description: care coordinator I – outreach and engagement

## agency information

**Position Title:** Care Coordinator

**Location:** Whatcom County

**Reports to:** Associate Director of Engagement

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

**Starting Wage Range:** \$18.00 – \$20.06 per hour; wage dependent on relevant qualifications, education, and experience

**Women, people of color, transgender individuals, 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 Ground Floor Day and Outreach Services. The Ground Floor is a youth daytime drop-in center for unhoused youths in the Bellingham area. Under the direction of the Associate Director of Engagement, Care Coordinators are responsible for facilitating and cultivating an environment where youth feel welcomed, are oriented to the services that are provided at the Ground Floor, and referred to social and clinical support services when appropriate. Care Coordinators must operate in a



collaborative team format that offers group activities, housing support services, as well as street outreach services to unhoused youth in Bellingham.

## 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, accepts direction and integrates feedback.

**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 and community members to generate positive thinking and best practices for young people;
- Participates in creating and maintaining a workplace that values diversity and is free of racism, sexism, heterosexism, and other discriminatory practices;
- Maintain and improve on a collaborative and cohesive team of professionals committed to the mission delivery;
- Work in partnership with the administration, advancement and service teams to promote a unified, collaborative model of care for youth participants

### Care Coordination and Outreach:

- Provide friendly, informed, and responsive customer service by welcoming all guests who visit the Ground Floor and by answering phone calls and responding to emails promptly.
- Be part of the welcoming committee to the Ground Floor for youths who want to access drop-in services
- Be proactive by connecting with youths so that they have a sense of community and belonging at the Ground Floor
- Solicit youth feedback about services;
- Help to organize and promote youth activities at the Ground Floor;
- Inform youth of scheduled activities that take place on a daily and/or weekly basis
- Uphold appropriate boundaries and mediate conflict in group spaces



- In collaboration with the clinical team, coordinate safety planning and crisis response of youth when needed.
- Support youths who may need to be referred to Youth Counselors (clinicians/mental health professionals)
- Be part of a collaborative team that provides a combination of providing basic needs as well as offering housing support and mental health support services

### Street Outreach

- Provide regularly scheduled street outreach support to unhoused youths by serving as part of the Outreach Team and connect with youths who may not know of the drop-in services.
- Perform outreach shifts as assigned on a weekly schedule; may 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 engagement at the Ground Floor, the drop-in space for youth;
- Build healthy, safe relationships with runaway and homeless youth ages 13-24 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 phone calls during shifts, and return missed calls and voicemails;
- Collaborate with and lead other staff and volunteers on street outreach routes;
- Research and provide appropriate referrals and information to youth about NWYS services 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;
- Engage youth in pregnancy, parenting and safe sex communication and knowledge;
- Coordinate safety planning and crisis response of youth when needed;
- Able to travel on-foot with a 20-pound bag for 3 hours at a time

### Operations and Clerical

- Ensure that the day-to-day operations of the Ground Floor function smoothly
- Be responsible for opening and/or closing the Ground Floor facilities and maintaining its cleanliness
- Clean facilities, organize clothes, linen, pantry, remove trash and take care of other areas that need care
- Assist in maintaining Outreach supply lists for purchase and donation needs;
- Keep supervisor informed of issues and concerns related to youth.
- Attend all required staff meetings, training, team meetings and any other activities identified as necessary.
- Knowledge of program policies and procedures.
- When requested, participate in program evaluation efforts
- Actively complete professional training and development each year as required by the agency.
- Must be able to meet deadlines;
- 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;
- 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 by January 18, 2022 (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
- Full understanding of the CPS reporting requirements
- Participate in the onboarding and training process (agency-wide and team-specific) within 30 days, including topics on Positive Youth Development, Trauma-Informed Care, Motivational Interviewing, CSEC 101, and Harm Reduction.

### 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.

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.

