

Job Description

Youth Advocate



Reports To: Program Director
Location: Waco, TX
Position Type: Regular, Full-Time

FLSA Status: Non-Exempt/Hourly
Base Pay Scale: \$18.75 - \$23.56 per hour
Qualified Pay Scale: \$20.43 - \$25.24 per hour

Position

Youth Advocates provide frontline casework and programming for youth receiving services from The Cove. The Youth Advocate role is supervised by the Program Director as part of The Cove's Youth Services Team. Youth Advocates work directly with Social Work interns and The Cove's Nurture Center Coordinator.

Youth Advocates deliver case management with youth experiencing homelessness who are participating in any of our services. In this role Youth Advocates are responsible for a portfolio of youth for whom they are the primary contact but also work as a team to ensure consistent support across our services. Youth Advocates provide a trust-based relationship for youth and help connect youth to community resources like job training and housing solutions, support a positive engagement with school, and assist youth to access other services in the community. When delivering evening programming Youth Advocates are responsible for the safety of youth in our facility, engaging youth with tutors and volunteers, overseeing meals, and ensuring youth have somewhere safe to go each evening.

Key Responsibilities

1. Case Management (programming and outreach) – 60%
 - a. One-to-one support work with youth to identify needs, goals, and actions in the areas of stability, hope and connection
 - b. Identifying and referring youth to additional agencies to meet their needs
 - c. Support youth to build relationships with The Cove's volunteers and tutors
 - d. Response to youth crises including, but not limited to, behavioral difficulties and incidents of acute mental ill-health
 - e. Facilitate restorative justice circle time with youth
 - f. Assist youth in identifying emergency and settled housing options
 - g. Timely and accurate completion of support documentation and paperwork, including:
 - i. Enrollment documentation
 - ii. Case notes about the support provided, needs identified
 - iii. Homeless status and other required documentation for HUD YHDP programs
 - h. Complete assessments within the youth coordinated entry system
 - i. Respond to youth contacting The Cove via any of our access routes (drop-in, phone calls, messages, emails)
 - j. Working with High School staff to identify youth experiencing or at risk of homelessness and support access to The Cove's services

Update: December 2022

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2. Programming Oversight (20%)
 - a. Ensure programming is provided to youth throughout the week
 - b. Ensure all volunteers, tutors and mentors have the information they need each night to provide individualized care to youth
 - c. Ensure youth have transportation to a safe place to stay
3. Drop-in services (10%)
 - a. Engage with youth attending The Cove through the drop-in service
 - b. Provide tours of the Nurture Center
 - c. Transportation of youth to appointments during the day
4. Organizational tasks (5%)
 - a. Participate in team-wide meetings and activities
 - b. Attend training and events as required by The Cove or in line with agreed personal development goals
 - c. Participate in donor and fundraising events
5. Other duties as assigned (5%)

Skills

- Previous experience working with youth of diverse backgrounds, or equivalent experience from delivering counseling or social services.
- An understanding of the challenges and resources for families and youth experiencing homelessness
- Experience with case management of youth and families in an educational or social support setting
- Experience navigating the resources within a school district, to include staff, administration, parents, and social service providers
- Eligible to drive company vehicles, with current, unencumbered Driver's License and strong Motor Vehicle Record

Education/Certification

- Bachelor's degree in social work, psychology, or other related field or pursuing an education in one of those fields (required)
- Master's Degree in Counseling, Education or Social Work from an accredited university (desirable)
- Fluent in English and Spanish (desirable, additional compensation for fluent Spanish use at work)

Schedule

40 hours per week. Monday-Thursday 8-5pm or 12:30-8:30pm, Friday 8-5pm. Flexible working available.

Mental Demands/Physical Demands/Environmental Factors

Work demands lifting supplies or materials (0-15lbs). Work demands require close visual attention. Work demands require prolonged mental concentration. Work demands maintaining composure under stress. Work demands prioritizing multiple needs and deadlines.

Equipment used

Computer, printer, multi-line phone system, copier, and company vehicles.

Update: August 2022