

Job Description

Title: Program Specialist, Community Youth Services
Reports to: Director, Community Youth Services (aka Youth Resource Center Director)
Classification: Exempt, Salaried
Hours: Full-Time
Hiring Range: \$38,000-\$45,000, depending on experience & education
Work Week: Monday 12:00 AM to Sunday 11:59 PM (AGENCY WORK WEEK FOR PAYROLL)
Required to Transport Clients: Yes
Required to Drive in the Course of Conducting Business: Yes
Meets Policy Requirements for Personal Cell Phone Stipend: No
Meets Policy Requirements for Company Cell Phone: Yes

Background

Since 1975, Pendleton Place (PP) has been a place of safety and comfort for children, youth, and families affected by foster care, homelessness, poverty, and trauma. PP is committed to innovative approaches that will ensure children and youth are safe, families are whole, and communities are strong.

The Pendleton Place community youth programs offer safe, inclusive, and nonjudgmental spaces to youth who are experiencing or at risk of homelessness. Our day and SOAR 864 programs provide street and general outreach, as well as a safe and comforting drop-in center to meet the basic needs (i.e., showers, laundry, food, etc.) of youth who are living on the streets, couch-surfing, or are otherwise living without a permanent address. Our housing programs provide pathways to independent housing through our HUD Youth Transitions and our FYSB Transitional Living Program (TLP). Our TLP provides up to 18 months of intensive support and two tiers of housing based on individual participant needs.

Position Summary

The *Program Specialist, Community Youth Services (PS)* oversees the day-to-day operations of the physical Youth Resource Center (YRC) within the Community Youth Services department, which serves as the base of operations for the Pendleton Place *Street Outreach Program (SOP)* for youth and young adults experiencing or at greater risk of homelessness. The PS will serve as the point-person for drop-in hours at the YRC by ensuring the center is appropriately staffed, program supplies are adequately stocked, and external parties (community partners, volunteers) are scheduled appropriately. The PS does not carry a traditional case load but will work closely with the Youth Engagement Coordinator (YEC) and Youth Case Coordinator (YCC) to support service delivery to youth participants as needed, at times stepping in for direct service coordination.

This position requires consistent and effective communication with the *Community Youth Programs Administrator (CYPA)* for the coordination of community partners and volunteers, with the YCC and YEC to support service delivery and service coordination to youth participants both during and outside of drop-in hours, and with partner agencies who are critical in maintaining adequate service provision to youth accessing drop-in services such as Harvest Hope, Loaves & Fishes, New Horizons Family Medical Services, The Phoenix Center, Greater Greenville Mental Health, and others.

The PS will be a well-organized team member with exceptional communication skills and a warm, welcoming presence for all youth participants and external partners.

Essential Functions of Position

Note: These tasks are illustrative only; to carry out the day-to-day functions of the job, other duties may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Provide support to SOP staff (and other team members participating in drop-in/day center services) and coordinate day-to-day YRC operations including but not limited to:
 - Coordination with CYPA to communicate with, schedule, and coordinate collocated services of partner agencies during drop-in hours
 - Coordination with CYPA to communicate with, schedule, and coordinate community volunteers, ensuring their expectations as a volunteer are congruent with the needs of the program and its participants
 - Manage drop-in supplies/gateway services critical for RHY such as general hygiene products, public transit passes, prophylactics, menstrual health products, etc.; replenishing of these supplies (sans transit passes) should be accomplished through acquiring donations through partner agencies and community asks made through the Philanthropy Department whenever possible
 - Maintaining of foods stores by serving as the key staff receiving weekly deliveries from Loaves & Fishes, routinely utilizing local food bank Harvest Hope, and working in tandem with other agency staff to receive and coordinate community food donations
 - Empowering youth accessing drop-in services to increase life skills knowledge by ensuring participants are able to wash and dry their own laundry, cook (with adult supervision), clean up after themselves in shared spaces, practice proper hygiene, etc.
 - Coordinating with the Youth Engagement Coordinator and other direct care staff in the scheduling and execution of outings for youth engaged in services
 - Support the management of facility maintenance by identifying and communicating facility needs to the CYPA
- Serve as primary staff responsible for covering the welcome desk during drop-in hours, recording services accessed by participants in the welcome desk binder, and ensuring the welcome desk is properly covered for the entirety of drop-in hours. Though welcome desk responsibilities will be this staff person's responsibility, they may utilize volunteers to fill the role on a recurring basis and, as needed and with appropriate planning, may utilize colleagues for their help as well.
- Complete data entry for services accessed during drop-in hours (or *service transactions*) in the Homelessness Management Information Database (HMIS) within 3 business days
- Support service coordination efforts by direct care staff as needed by performing duties including but not limited to:
 - Conducting intakes for new participants in the event the Youth Engagement Coordinator is unable or as otherwise needed
 - Completing data entry for new intakes in HMIS in the event the Youth Engagement Coordinator is unable or as otherwise needed
 - Providing transportation for participants to/from critical appointments in the event other direct care staff members are unavailable or predisposed
 - Conduct benefits screening and preliminary applications through SC Thrive's "Thrive Hub" program for youth participants as needed and/or requested by management team members
 - Participating in street outreach efforts with the YEC only as needed
- Demonstrate an understanding of working with traumatized youth and trauma-based behaviors and be prepared to engage in short term conferencing as needed
- Demonstrate effective time management skills
- Attend mandated meetings and trainings as requested by the Director and program staff
- Other duties as assigned

Qualifications

Minimum Qualifications

- Bachelor's degree from an accredited university or college in a human services or related field
- 4+ years of experience in the human services and/or child welfare fields working with children and youth

This is not a contract. Nothing in this document will alter the At-Will Employment Relationship.

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- 2+ years of experience with recording, reporting, and organizing complex information (i.e., grant reporting, Medicaid notes, etc.)
 - Excellent communication, organization, problem solving, time management, and follow-up skills
 - Solutions-focused, collaborative, and team-oriented attitude
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- Ability to quickly and decisively adapt to changing situations and continue to progress toward goals and priorities
 - Commitment to diversity and inclusion and ability to work with diverse clients
 - Willingness/ability to treat all clients and staff with respect and dignity
 - Satisfactory physical examination, criminal history check, driving record, and background check including the Child Abuse and Neglect Central Registry, Sex Offenders Registry, and Motor Vehicle Department

Desirable Qualifications

- Thorough knowledge of community resources and social service agencies in the Upstate of South Carolina

Physical Demands				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Lifting Requirements				
10 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Pushing and Pulling Requirements				
12 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Definitions				
N/A	Not Applicable	Activity is not applicable to this occupation		

O	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

The organization has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your At-Will employment, and the organization reserves the right to change this job description and/or assign tasks for the employee to perform, as the organization may deem appropriate.

I _____ have read and understand this job description and agree that I am able to perform the essential functions outlined in this job description. I understand that failure to provide information or omission of information pertaining to my ability to meet the requirements of the job or my inability to perform the essential job duties will be cause for immediate termination of employment, regardless when or how discovered.

Signature: _____

Date: _____