POSITION TITLE: Youth Outreach Worker
POSITION TYPE: Full Time Position (3pm - 11pm Thursday - Monday)
REPORTS TO: Lead Outreach Worker
COMPENSATION: Dependent on Experience

Agency Description

NPHY is the most comprehensive service provider for the thousands of homeless youth in Southern Nevada, serving hundreds of youth through our core programs and touching the lives of thousands more through outreach each year. NPHY’s programs stabilize homeless teens’ lives, meeting their immediate needs and providing a safe, supportive environment and a path to self-sufficiency. Through our work with homeless youth, NPHY creates productive, healthy adults who contribute to society. For more information on NPHY’s life-changing programs for homeless youth, please visit www.nphy.org.

Strengthening and complementing our high-quality direct services for homeless youth, NPHY is dedicated to advocating for the Vegas Valley’s homeless youth population and serves as a leader in systems-level efforts to eliminate homelessness among Nevada’s youth. For more information on NPHY’s work to create and lead The Movement to End Youth Homelessness in Southern Nevada, please visit www.nphy.org/themovement.

Agency Culture

In addition to offering medical, vision, dental coverage, and retirement benefits, NPHY offers a positive, family-style work environment: we encourage each staff member to cultivate their unique talents and training and come together as a strong, synergistic team to better serve homeless young people. While working in a challenging yet rewarding field, you will be surrounded by compassionate, energetic, fun, happy, and friendly staff members who are like-minded people and love what they do. In addition to everyday interactions with youth, NPHY offers countless opportunities for youth and staff to experience new and fun things together, such as annual family camping trips, quarterly staff outings, regular client outings, hiking trips, and much more, to help the NPHY family create stronger bonds and model positive relationships and healthy boundaries with the young people we serve. NPHY also offers quarterly trainings to better equip our staff with up-to-date continuing education, skills, and resources to best serve and respond to a wide array of situations and needs. NPHY believes in learning,
growing, and challenging ourselves to always be and do better, and strives to lead our staff and community to always seek new and innovative ways to best serve our target population.

**Position Description**

The Nevada Partnership for Homeless Youth (NPHY) seeks an Outreach Worker to become a vital part of the new YO (Youth Outreach) Team, Southern Nevada’s first street outreach team dedicated to serving unaccompanied homeless youth.

The YO Team will engage runaway and homeless youth on the streets, build trust and help youth make decisions that reduce harm, while remaining non-judgmental, caring and respectful of youth’s unique identities. At every outreach contact, YO Team members will aim to meet youths’ basic needs, listen to youth, aid youth in making safer choices and encourage youth to access emergency shelters by utilizing a multi-pronged holistic strategy based on trauma-informed, harm-reduction, and culturally-sensitive approaches. This team will be a collaborative effort by NPHY, HELP of Southern Nevada, and Clark County Social Service.

The YO Team will conduct both mobile and static outreach in identified areas with high levels of street youth traffic. Focusing on areas where street youth are known to congregate, street outreach will be conducted both in motorized vehicles and on foot at times identified as most prevalent for youth to be accessible. Following best practices and ensuring the street outreach team’s safety, the team will be made up of a lead outreach worker from NPHY, a grant-funded outreach worker from NPHY, a grant-funded outreach worker from HELP, and trained outreach volunteers. The street outreach team will be equipped with survival kits ready for distribution to youth. These kits include food, drink, clothing, hygiene supplies and information cards about youth shelters and other community resources and services.

**Essential Responsibilities**

- Serve as a full-time member of the YO Team Outreach Team, conducting mobile street outreach both in motorized vehicles and on foot and canvassing high-risk areas to locate and engage street youth.
- Provide youth with street-based services, such as basic needs items and emergency referrals, while building a trusting rapport with youth over time through culturally-competent, respectful, harm reduction approaches.
- Assist with weekly static street outreach engagement opportunities, such as NPHY’s signature Feel Good Friday anchored outreach event.
- Seek out and conduct static and mobile outreach at recreation centers, libraries, transit centers, parks, malls, and other locations where displaced youth frequent.
- Facilitate smooth transitions for youth from the streets to NPHY and partners’ programs.
• Proactively initiate non-judgmental conversation and provide a consistent positive, supportive presence to youth at NPHY’s facilities, on the streets, and throughout the community.
• Collaborate with HELP of Southern Nevada and other community partners on outreach efforts.
• Ensure the safety of youth and anyone participating in outreach efforts by following best practices and proper outreach policies and procedures.
• Maintain accurate documentation of outreach logs, outreach reports, grant reports, progress notes, referrals, initial screenings, and other program information, and ensure timely input of all data.
• Maintain outreach vehicle in clean and good operating condition following proper policies and procedures.
• Continuously evaluate outreach locations, strategies, and needs of youth for ongoing quality improvement to ensure provision of effective outreach interventions.
• Assist with community outreach efforts as needed.
• Assist with Safe Place duties as needed.
• Ensure responsible allocation and documentation of resources in accordance with agency policies and procedures.
• Be flexible to meet the changing needs of the youth we serve.
• Participate in the development of program resources for the population served.
• Exhibit professional behavior in all interactions with staff and youth.
• Maintain knowledge about the external environment as it relates to collaborative record keeping, documentation, and service partnerships and referrals for homeless youth and young adults.
• Other duties as assigned by the Executive Director and/or management staff.
• Represent NPHY at trainings, community meetings, and other venues as needed.

Knowledge, Skills, and Abilities

• Outstanding interpersonal skills with youth – ability to develop and maintain relationships with a wide variety of diverse youth
• Gentle persistence and resourcefulness
• Ability to work in a multi-disciplinary team setting and collaborate with partners
• Must demonstrate sensitivity and responsiveness to cultural differences and a commitment to the value of cultural competency; commitment to maintaining a work environment that values diversity and does not tolerate racism, sexism, heterosexism, ageism, or any other discriminatory practice
• Understanding of adolescent development
• Comfortable interacting with youth in informal settings
• Creativity, flexibility, and sense of humor
• Bilingual in Spanish/English highly preferred
• Excellent communication and crisis management skills
• Ability to handle physically and emotionally challenging situations
• Excellent assessment and judgment
● Proficiency in Microsoft Office Suite, data input, and ability to use technology in the field
● Ability to manage time effectively
● Able to balance multiple projects and job responsibilities while practicing real-time data entry
● Committed to maintaining the highest level of confidentiality
● Accustomed to working in a mission-driven, team environment
● Possess knowledge of cultural, government, and educational institutions, as well as social services agencies

Qualifications, Education and/or Experience

● Bachelor’s Degree in social services related field highly preferred
● Experience in working with at-risk and/or homeless youth
● Must be 21 or older in age
● Valid Nevada driver’s license and insurable driving record
● Must pass a background check and pre-employment drug screening

Working Conditions

Work will be performed both in the community and in an office environment. Work will be performed during outreach on the streets and while transporting clients to youth shelters and other appropriate service providers. Work responsibilities may include sitting, standing, squatting, walking, bending, lifting, pushing and pulling, and simple grasping. Outreach is performed in areas such as streets, vacant lots, parks, and desert locations (dirt fields), regardless of weather conditions.

Benefits

● The Nevada Partnership for Homeless Youth offers a competitive benefits program including three weeks Paid Personal Leave and eleven paid holidays per year.
● NPHY also offers fully paid medical, dental and vision insurance plan for its regular full-time employees. Employees can also participate in an incentivized company sponsored 403(b) [retirement plan], and voluntary insurance plans.

How to Apply & Deadline

● If you are interested in this position and possess the above mentioned qualifications, please email cover letter and resume to hr@nphy.org, or fax to (702) 685-0764.
● Position is open until it is filled.