



**POSITION TITLE:** Mentorship Support Specialist  
**POSITION TYPE:** Full Time Position  
**REPORTS TO:** Project Coordinator  
**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](http://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](http://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 NPHY Mentoring Project seeks to build and operate a best practice mentor service program for homeless and at-risk youth with special focus on LGBTQ youth and youth at risk or victims



of commercial sexual exploitation of children (CSEC) and domestic minor sex trafficking (DMST). Mentorship Support Specialist (MSS) will be responsible for managing and sustaining the relationship between the Mentee and the Mentor. The MSS will be required to recruit, screen, evaluate and match clients with perspective mentors and to identify best-practices pertaining to mentoring relationships. NPHY Mentoring Project provides community-based intervention programs to help youth realize their full potential. Participating youth will receive the support they need to become self-advocates while engaging in positive relationships.

Essential to the Nevada Partnership for Homeless Youth (NPHY) brand, the primary function of this position is to provide match support through individual and site-based mentorship by ensuring child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with NPHY on the part of volunteers. MSS will provide match support specifically to participants in the mentoring project for homeless and at-risk youth. MSS will support mentors, and track the relationships through interactions and data collection.

### **Essential Responsibilities**

- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development, and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible.
- Assess and provide individual training, information and support for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.
- Ensure high-level of expertise in applying child safety, risk management knowledge, and policies and procedures throughout all aspects of the job function.
- Develop strategic interventions to identify and strengthen match relationships that require extra support to continue the growth.
- Respond to crisis and emergencies regarding mentee-mentor outings and relationships.
- Develop, promote, and implement individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, events, and re-engagement strategies.
- Assist the Project Coordinator in facilitating strength-based community and youth engagement activities, training, site-based mentorship, and workshops to attain deeper community integration and spread awareness regarding homeless and at-risk youth, LGBTQ youth, CSEC youth, and other vulnerable youth populations.
- Facilitate match termination or closure meeting between the Mentee along with their guardian and Mentors. Assess closure request and provide guidance and support to resolve conflict. For matches that request termination, properly investigate request to ensure child safety and mentor support.
- Actively participate in the monthly multidisciplinary team meetings with the case management team.



- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Through case management and referral process, identify potential history of exploitation or victimization.
- Identify and promote re-engagement of volunteers as mentors, board members, and donors in other volunteer capacities.
- Collaborate closely with Project Coordinator.
- To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards, and utilize technology to report, synthesize and analyze data.
- Develop and submit weekly, monthly, and yearly reports to the Project Coordinator.
- Other duties as assigned.

### **Requirements**

- A minimum of a bachelor's degree in social services, human services, or a related field required.
- Must be at least 25 years of age, can successfully pass a drug-test and criminal background check.
- Experience working with vulnerable populations (such as homelessness, low-income families, LGBTQ individuals, domestic violence victims and survivors) preferred.
- Current and valid Nevada Class C driver's license and automobile insurance.
- Proof of acceptable driving record and reliable transportation.
- Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics.
- Must be able to provide flexible work hours to meet customer needs.
- If home visitation is indicated, must travel to local communities and neighborhoods.

### **Qualifications**

- Desire to work with and serve CSEC survivors, LGBTQ, and homeless youth populations.
- Proficiency in Microsoft Office; including Word, Outlook, Google Suite, and Excel.
- Excellent oral and written communication skills reflecting solid customer service both in-person and telephone.
- Ability to form and sustain appropriate child and adult volunteer-based relationships, based on positive youth development and volunteer satisfaction.
- Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating.
- Ability to relate well in multicultural environments.
- Ability to use time effectively.
- Ability to focus on details.
- Ability to collect meaningful data and draw solid conclusions.
- Knowledge or experience working with Commercial Sexual Exploitation of Children and Domestic Minor Sex Trafficking strongly preferred.



- Ability to travel in state and out-of-state.
- Knowledge of confidentiality laws and ability to adhere to them.
- Ability to work with others.
- Able to be punctual and maintain a schedule.

### **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](mailto:hr@nphy.org), or fax to [\(702\) 685-0764](tel:(702)685-0764).
- Position is open until it is filled.