POSITION TITLE: Youth Engagement Specialist
POSITION TYPE: Full Time Position | Tuesday - Saturday 10am-7pm
REPORTS TO: Direct Services Manager and Director of Programs
COMPENSATION: Hourly; 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 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.

Agency Culture

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.

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Position Definition

Under the supervision of the Direct Services Manager and the Director of Programs, this full-time position is responsible for building the capacity of NPHY’s youth engagement programming and activities at our anchor facility, the NPHY Drop-In Center. The Youth Engagement Specialist will help take NPHY’s youth programming to the next level through creating, coordinating, and systematizing client engagement opportunities, such as social hours, movie nights, video game competitions, recreational and exercise activities, art and music lessons, cooking lessons, talent shows, on-site resource fairs, and more, while building rapport with youth clients to comfortably facilitate their participation in these activities. The goal of this position is to help vulnerable youth experiencing homelessness build self-esteem, improve psycho-social well-being, learn life skills, and cultivate positive relationships with peers and role models while monitoring youth traffic and activities that occur at the NPHY Drop-In Center.

Essential Responsibilities

- Serve as an NPHY liaison to provide efficient, friendly customer service to clients, volunteers, guests, and members of the general public in a welcoming and trauma-informed manner;
- Build positive, trusting, and respectful relationships with youth receiving services at the NPHY Drop-In Center to encourage and support youth with their academic and personal needs;
- Utilize the Positive Youth Development (PYD) model, motivational interviewing skills, and practice trauma-informed care when working with clients;
- Enforce all agency guidelines and expectations for youth, and set the positive culture and atmosphere at the Drop-In Center;
- Ensure the safety of the Drop-In Center and youth by following agency procedures on security measures and facilitating conflict resolution to de-escalate situations;
- Support youth in developing life skills, such as leadership, time management, self-respect, communication, and socially acceptable behavior through one-on-one discussions, group activities, and trainings, workshops, or lessons;
- Provide ongoing supervision of clients at the Drop-In Center and work closely with the NPHY Case Management team to communicate issues and concerns related to clients;
- Create a system and regular ongoing schedule of a variety of daily, weekly, monthly, quarterly, and annual youth engagement activities;

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• Prepare and facilitate group processing sessions and leadership programs at the agency, produce data and outcomes from those groups and programs, report to all necessary departments with requested data and information;
• Promote awareness of available and upcoming programs and services to youth clients, answer youths’ questions in a friendly, supportive manner, assist with client enrollment, and ensure attendance and participation in activities;
• Assist and work closely with volunteer management and supervise volunteers during the facilitation of all program-related events at the Drop-In Center (e.g. BBQs, Engage Me Programs, lessons or trainings, etc.) to encourage a positive youth-friendly environment, providing support as needed;
• Assist and/or lead youth engagement activities at the Drop-In Center (e.g. Life Skills classes, Engage Me workshops, etc.);
• Work with NPHY Outreach and Facilities staff to identify, discover, cultivate and develop community partnerships to obtain additional resources that promote NPHY programs and enrichment activities;
• Initiate, build, and support community partners to enhance the job preparedness curriculum and strengthen employment opportunities for youth;
• Collaborate with other direct client services and outreach staff to support existing program guidelines as well as identify and develop new processes or program improvements;
• Supervise clients on-site or on field trips at community events, academic tours, and more;
• Assist in maintaining the Drop-In Center facilities (stocking, cleaning, operations and more) and ensure pantry cleanliness and organization at all times;
• Provide backup and related supportive services to other agency staff, as needed;
• Other duties as required or assigned by Case Management Staff, Programs Management Staff and/or the Executive Director.

Requirements

• A minimum of a High School diploma (or equivalent) required, with strong interest in non-profit, social work, mentorship, teaching, or human service field.
• Must be at least 21 years of age, can successfully pass a drug-test and criminal background check.
• Current and valid Nevada Class C driver’s license.
• Proof of acceptable driving record and reliable transportation.
• Must have a valid Southern Nevada Health District Food Handler Safety Card.
• Knowledge/experience working with the general public and diverse populations (customer service oriented).
• Experience in delivering presentations and public speaking.
• Experience working with homeless youth, runaway youth, and/or at-risk youth is preferred.

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Qualifications

- Commitment to NPHY’s mission to provide high-quality, evidence-based services to Nevada’s homeless youth.
- Commitment to maintaining a work environment that values diversity and does not tolerate racism, sexism, heterosexism, ageism, or any other discriminatory practice.
- Comfort in working with diverse populations, especially youth.
- Ability to communicate professionally and effectively both orally and in writing.
- Strong sense of self-direction and initiative while being an effective contributor in team/project environments.
- Ability to drive a motor vehicle, walk, lift and carry items up to 40 lbs., push, stoop, kneel, and stand for long periods of time.
- Knowledge of Office Suite programs (Word, Excel), internet, and web based email, as well as software and technology typically found in the workplace.
- Ability to comfortably engage in public speaking and deliver presentations to large groups and a wide variety of audiences (youth, service providers, experts, and members of the general public).
- Ability to work weekends and evenings, should expect to work non-standard hours to fulfill outreach and volunteer events.
- Knowledge of confidentiality laws and ability to adhere to them.
- Strong organizational skills and attention to detail.
- Able to maintain a high level of professional and ethical standards.

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.