POSITION TITLE: Outreach Coordinator
POSITION TYPE: Full Time Position (typically Mon-Fri 8am-5pm with ability to work on-standard hours including evenings, weekends, and holidays
REPORTS TO: Director of Engagement and Communications
COMPENSATION: Salary; 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.

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.

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 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 training 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.
NPHY doesn’t just accept diversity—we celebrate it, we support it, and we thrive on it for the benefit of our employees and clients, our programs, and our community. NPHY is proud to be an Equal Opportunity workplace. NPHY is committed to upholding a diverse, inclusive, and equitable work environment in which all employees, volunteers, and clients feel valued and respected, and we strive to recruit diverse staff members and volunteers to reflect the diversity of our clients.

**Position Definition**

The Nevada Partnership for Homeless Youth’s (NPHY) Outreach Coordinator is responsible for implementing and coordinating the day-to-day operations of NPHY’s Outreach and Volunteer Program. As part of NPHY’s comprehensive continuum of services for homeless youth, NPHY goes directly to the streets to provide homeless and at-risk youth with life-sustaining supplies and vital information and referrals, to schools and other locations frequented by youth to arm at-risk youth with information to prevent homelessness, and out into the community-at large to raise awareness about this critical issue. As an integral component of our outreach efforts, NPHY also offers 24-7-365 mobile crisis intervention services through our Safe Place program, extending an entry point to our programs to virtually every street corner in Southern Nevada. NPHY’s Outreach Program is often the first point of contact homeless youth have with the resources that can assist them in changing their lives.

The goals of NPHY's Outreach Coordinator are to provide at-risk youth with information to prevent homelessness, getting youth experiencing homelessness support via direct connections to NPHY’s programs, and supporting the Community Engagement department’s effort to raise awareness about this critical issue by providing information, conducting community outreach, and coordinating volunteer opportunities.

In order to accomplish these goals, NPHY’s Outreach Coordinator will be responsible for four major and interrelated components of NPHY’s Outreach Program: **youth outreach, community outreach, Safe Place coordination, and volunteer management.**

**Essential Responsibilities**

**A. Youth Outreach**

- Organize, lead, and grow NPHY’s youth outreach efforts through various events and engagement opportunities with the goal of connecting youth to NPHY’s services. Events include NPHY’s weekly Feel Good Friday and similar events, community tabling events, school fairs and assemblies, festivals, etc.
- Provide youth with street- and event-based services, such as basic needs items and emergency referrals, while building a trusting rapport with
youth overtime through culturally-competent, respectful, harm reduction approaches.

- Create youth-focused activities and events to promote NPHY's brand and create awareness among young people in the community.
- Provide training, education, and presentations to community partners and stakeholders who come in contact with homeless and at-risk youth, such as Title I HOPE, school counselors, other youth interfacing agencies.
- Seek out and conduct static and mobile outreach at recreation centers, libraries, transit centers, parks, malls, and other locations where displaced youth frequent.
- Work with the NPHY’s communications team to create and maintain regular digital youth outreach.
- Continuously evaluate outreach locations, strategies, and needs of youth for ongoing quality improvement to ensure provision of effective outreach interventions.
- Conduct mobile street outreach both in motorized vehicles and on foot, canvassing high-risk areas to locate and engage street youth.
- 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.
- Other duties as assigned by the CEO, Director of Engagement and Communications, and/or management staff.
- Ability to work non-standard hours including evenings, weekends, or holidays.

B. Safe Place Program

- Serve as NPHY’s Safe Place Coordinator, leading efforts to manage NPHY’s 24-7-365 mobile crisis intervention Safe Place Program and everything needed to run it safely and effectively. This includes providing Safe Place training, updated materials, resources to partners, and maintaining relationships with Safe Place partners.
- Increase awareness of the Safe Place program in Southern Nevada and NPHY by developing and delivering presentations to community businesses and organizations, and tabling at relevant community events, such as informational fairs, corporate volunteer fairs and events, food and music festivals, and professional conferences.
- Manage and work with NPHY’s Communications team to update NPHY’s Safe Place information on websites and collateral, including information cards, bracelets, pamphlets, and other Safe Place branded materials.
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- Keep accurate data and maintain Safe Place reporting requirements.
- Other duties as assigned by the CEO, Director of Engagement and Communications, and/or management staff.
- Ability to work non-standard hours including evenings, weekends, or holidays while being available 24-7 to support the Safe Place Program.

C. Volunteer Program

- Coordinate, execute, and grow all of NPHY’s volunteer functions (individual, group, and CSR opportunities), including volunteer management processes, volunteer onboarding, volunteer events, volunteer opportunities, and volunteer recognition.
- Champion growth of NPHY’s volunteer initiatives to better support outreach and Safe Place driven opportunities, along with Direct Client Services and Facilities needs.
- Develop and implement short- and long-term strategies to recruit volunteers and sustain engagement throughout the volunteer onboarding process.
- Work with NPHY’s communications team to develop and/or update all of NPHY’s volunteer communications such as website, collateral, videos, newsletters, flyers, etc.
- Match individual and corporate volunteers to appropriate jobs seeking to fulfill the needs of the organization as well as theirs. This will include working with other departments within the organization to facilitate youth engagement opportunities, renovation projects, beautification projects, etc.
- Maintain regular communications with volunteers prior to and after volunteer experiences.
- Other duties as assigned by the CEO, Director of Engagement and Communications, and/or management staff.
- Ability to work non-standard hours including evenings, weekends, or holidays.

D. Community Outreach

- Develop community presentations to help raise awareness about the issue of youth homelessness and NPHY’s services.
- Maintain and expand relationships with schools, police, health providers, churches, and other community groups who might provide services or referrals to NPHY and/or its outreach program.
- Maintain and expand relationships with organizations and groups looking to support NPHY with in-kind donations and seasonal campaign donation drives such as sunshine kits, hygiene kits, school supplies, holiday gifts, and more.
- Regularly attend tabling at relevant community events, such as informational fairs, corporate volunteer fairs and events, food and music festivals, and professional conferences.
- 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.
- Exhibit professional behavior in all interactions with staff, youth, and community.
- 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 CEO, Director of Engagement and Communications, and/or management staff.
- Ability to work non-standard hours including evenings, weekends, or holidays.

Requirements

- Very comfortable engaging with at-risk and vulnerable young people up to age 24 in varied environments and circumstances
- Bachelor’s Degree in social services related field preferred
- Education or experience in cultural competency; must demonstrate sensitivity and responsiveness to cultural differences and a commitment to the value of cultural competency
- Experience managing volunteers
- Accustomed to working in a mission-driven, team environment
- Experience in classroom and public speaking presentations
- Knowledge of the local Southern Nevada landscape of social services, cultural, government, and educational institutions preferred
- Must be at least 21 years of age, can successfully pass a drug-test and criminal background check
- Ability to connect supporters to appropriate opportunities at NPHY
- Ability to work during non-traditional business hours
- Experience working with homeless youth, homeless services, or youth development is preferred
- Proficiency in Microsoft Office Suite, database management, Google Workspace, and Internet use
- Current Nevada Class C driver’s license and automobile insurance.
- Proof of acceptable driving record and reliable transportation
Qualifications

- Outstanding interpersonal skills – ability to develop and maintain relationships with a wide variety of diverse clients, partners, and stakeholders
- Excellent spoken and written communication skills, from one-on-one communication to public speaking in front of large groups
- Strong organizational skills; able to be punctual and maintain a schedule and manage time effectively
- Gentle persistence and resourcefulness
- Ability to work in a multi-disciplinary team setting
- Commitment to maintaining a work environment that values diversity and does not tolerate racism, sexism, heterosexism, ageism, or any other discriminatory practice.
- Ability to drive a motor vehicle, walk, lift and carry items up to 60 lbs., push, stoop, kneel, and stand for long periods of time
- Ability to travel in state and out-of-state
- Committed to maintaining the highest level of confidentiality
- Understanding of adolescent development and ability to meet youth where they are at
- Creativity, flexibility, and sense of humor
- Bilingual in Spanish/English highly preferred
- Crisis management skills
- Ability to handle physically and emotionally challenging situations
- Excellent assessment and judgment
- Able to balance multiple projects and deadlines

Benefits

- The Nevada Partnership for Homeless Youth offers a competitive benefits program including three weeks Paid Personal Leave and thirteen 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.