

## Youth Services Coordinator Job Description

**Title:** Youth Services Coordinator (Refugee Services)

**Reports to:** Refugee Services Program Manager

**FSLA Status:** Non-Exempt

**Job Status:** Full Time

**Supervises:** Youth Mentoring assistant, volunteers, and interns (as assigned)

**Summary:** Coordinates Catholic Charities Refugee Services' youth mentoring programs, including the transitional age Youth Mentoring program and the MARK program for school-aged youth. Enrolls refugee children and youth in Columbia Public Schools, including new arrivals, secondary migrants, and other clients. Provides educational case management for refugee youth. Coordinates a variety of youth services and serves as liaison with youth services partners.

Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency.

### Essential Duties and Responsibilities

#### Coordination of Transitional Age Youth Mentoring Program:

- Conduct outreach and enroll eligible program participants;
- Develop and implement mentoring curriculum and associated activities using evidence-based practices for mentoring refugee youth;
- Implement the client incentive program;
- Provide case management to youth participants and their family, as necessary;
- Maintain complete and accurate documentation, including paperwork, records, and case notes per grant requirements;
- Provide transportation for clients to and from youth mentoring activities as needed;
- Recruit, screen, and supervise volunteer mentors;
- Develop and implement mentor orientation/training;
- Conduct program evaluation activities, including initial youth needs assessments, self-esteem assessments, and follow up assessments and collect feedback and outcome data;
- Make referrals to additional or complementary services for clients from community agencies and follow up, serving as a liaison between service provider and client as necessary;
- Outreach and serve as liaison to partner organizations, including sources for participant referrals, mentor recruitment, and educational, vocational, social, and civic engagement opportunities for youth;
- Other duties as assigned.

Coordination of Youth Mentorship and Academic Support Program for School-Aged Youth:

- Outreach and enroll eligible school-aged youth and families;
- Coordinate with youth's parents and teachers to identify and address youth's social and educational needs related to the mentoring and academic support program;
- Coordinate transportation for youth to and from mentoring sites and provide transportation as needed;
- Ensure all mentors have completed background checks, VIRTUS training, and refugee resettlement orientation;
- Coordinate and implement program evaluation activities;
- Organize and implement mentoring program;
- Develop and implement mentoring curriculum and associated activities using evidence-based practices for mentoring refugee youth;
- Develop MOU and serve as liaison with program partners;
- Other duties as assigned.

Coordination of Children's Education:

- Complete kids' education intake and initiate school enrollment within 10 working days of arrival for all new ORR-eligible clients eligible for grades k-12;
- Arrange ELL testing for new students;
- Assist children and families with required immunizations for school;
- Complete school enrollment paperwork and coordinate with the child's school;
- Coordinate transportation to and from school with the school system;
- Provide all refugee students with backpacks and school supplies;
- Inform the student and parents about their child's first day and bus information;
- Serve as a liaison between Catholic Charities Refugee Services and Columbia Public Schools, as appropriate, and connect client and/or CPS with case manager for needs outside of education;
- Other duties as assigned.

Coordination of General Youth Services:

- Coordinate diaper distribution for families enrolled in the diaper program;
- Coordinate annual holiday gift program for families with support of families' assigned case manager;
- Coordinate/implement car seat training and car seat referrals for families;
- Coordinate and serve as liaison with youth services program partners including First Chance for Children, MU Pediatric Injury Prevention, Jabberwocky, and others;
- Other duties as assigned.

**Supervisory Responsibilities**

Youth Mentoring assistant, volunteers, and interns (as assigned)

**Qualifications**



- Fluent in Arabic, Burmese, Karenni, Somali, French, Swahili, Kinyarwanda, Tigrinya, Spanish and/or Amharic strongly preferred;
- Demonstrated excellent interpersonal and cross-cultural communication skills and ability to thrive in a multicultural setting;
- Demonstrated ability to establish and maintain professional boundaries with staff and clients;
- Demonstrated ability to use strengths-based, person-centered, and trauma-informed approaches in work with clients, coworkers, community partners, and community members;
- Demonstrated ability to develop, implement, and oversee the implementation of policies and procedures;
- Possess compassion, flexibility, and adaptability;
- Demonstrated excellent team building skills;
- Demonstrated capacity to work independently and monitor assigned tasks;
- Ability to transport clients;
- Capacity to follow rigorous documentation demands.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

### **Education and/or Experience**

High school diploma required. Bachelor's degree or higher preferred in a human services, child development, health, or public policy field (social work, human development and family sciences, public health, public policy). Three or more years of experience in the field of child and youth development and/or working with refugees and migrants preferred.

### **Computer Skills**

Demonstrates proficient computer skills and familiarity with commonly used programs. Ability to learn and effectively use various data collection and database management systems to record data as required. Demonstrates familiarity and proficiency with Internet tools and techniques for searching, extracting, and processing information.

### **Workplace Ethics**

Treats people with dignity and respect. Inspires the trust of others. Works ethically and with integrity. Maintains and safeguards confidential information. Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency. The identity of the agency is clearly Catholic. As such, Catholic Charities' staff adheres to the social and moral teachings of the Catholic Church.

### **Communication Skills**

Exhibits good interpersonal communications skills including the ability to establish and set strong personal boundaries. Keeps others adequately informed and exhibits good team building abilities. Expresses ideas and thoughts clearly. Exhibits good listening and comprehension skills; seeks clarification when needed and selects and uses appropriate communication methods. Ability to



communicate and interact with a wide variety of people having diverse social concerns and problems. Ability to communicate the mission and services of Catholic Charities both within the agency and community.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write required documentation requiring minimal revisions by others. Ability to effectively present information and respond to questions from employees, managers, clients, and the public. Ability to respond professionally to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Certificates, Licenses, Registrations**

#### **Other Qualifications**

Ability to successfully pass a child abuse registry check and criminal background check, and requires completion of the Protecting God's Children VIRTUS training session.

Licensed to operate a motor vehicle and ability to meet agency auto insurance coverage requirements. Local travel required.

The work of Catholic Charities serves as an expression of the ministry of evangelization of the Roman Catholic Church by serving the poor and most vulnerable in our society. Although staff are not to proselytize, they are, however, expected to be guided in every way by the teachings of the Catholic faith in their daily work. These include church teachings on abortion, sterilization, abstinence, and the sanctity of the family as well as fidelity to the Catholic ethical religious directive of the United States Conference of Catholic Bishops. In addition, all staff are invited to attend periodic Catholic Masses. As employees of Catholic Charities, it is further expected that staff will adhere to the Diocesan code of conduct. Employees are expected to not only perform duties consistent with the Doctrines of the Catholic faith, but outside of the workplace they are expected to refrain from publishing any communication in any form, electronic or otherwise, that affiliates them with Catholic Charities in a manner that is inconsistent with the doctrine of the Roman Catholic faith.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.



## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract

Employee Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Date \_\_\_\_\_