



JOB DESCRIPTION

Job Title:	Youth Support Specialist – On Call
Department:	Shelter and Transitional Living
Primary Location:	Minneapolis or Brooklyn Avenues
Reports To:	Program Manager
Employment Status:	Part Time Hourly Non-Exempt
Core Schedule:	Available shifts include 7am–3pm, 2:30pm–10:30pm, 8pm–4am, and 10pm–7:30am. On-Call positions must work at least one shift per month.

ORGANIZATIONAL INFORMATION

At Avenues, we believe homelessness does not define a person. It is just one part of a journey that we are here to help young people navigate. All youth experiencing homelessness have or are experiencing trauma. Therefore, mental health is at the center of all our work. There is no one reason why youth experience homelessness – it’s intersectional. Systems of oppression, racism and poverty are some of the root causes of homelessness. Without addressing these systems, homelessness will persist. **Youth are resilient, inspiring, and the drivers of their own journey.** With stability, trust and youth-centered supports, their dreams can become reality.

Avenues empowers youth to find their path out of homelessness. We do that by providing a stable home, building trusting relationships, and navigating the youth’s education, career, health and wellness and housing goals. Avenues work is guided by the [9 Evidence-based, Guiding Principles to Help Youth Overcome Homeless](#) and our core values: equity, community, respect and dignity, trust, liberation and anti-oppression.

PROGRAM INFORMATION

Avenues’ original and oldest program is now known as Minneapolis Avenues. Located in North Minneapolis, this program provides emergency shelter, transitional housing and intensive supportive services for 21 youth at a time, ages 16 to 21. Annually, the program supports 170 to 190 young people.

In early 2015, we expanded into the northwest suburbs with the opening of Brooklyn Avenues, a 12-bed shelter and transitional housing program for homeless youth ages 16 to 21 from the northwest suburbs of Hennepin County. We anticipate this program will support 80 to 100 young people every year.

PRIMARY DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These duties are not to be construed as exclusive or all-inclusive.

- Provide a positive community environment to help youth heal from the trauma they have experienced.
- Prepare youth to secure and maintain stable housing of their choice.
- Ensure youth experience Avenues as a safe, respectful, clean and well- organized environment.
- Foster trusting relationships.



- Meet basic needs (e.g., distributing personal care supplies and clothing, preparing meals, etc.).
- Supervising youth and establishing routines
- Coaching independent living skills
- Addressing conflict and responding to crisis situations
- Managing house activities (e.g., answering phone and door, cleaning, conducting intakes, supervising chores, etc.)
- Ensuring activities are communicated and documented.

EXPERIENCE DESIRED:

- Life or work experience with youth from diverse cultures and backgrounds.
- Training and/or knowledge of harm reduction, trauma-informed care, and strength-based youth empowerment necessary, or must demonstrate curiosity and willingness to learn.
- Understanding of issues related to homelessness, addiction, mental health and domestic violence.
- Experience working with volunteers is a plus.

MINIMUM QUALIFICATIONS:

- BA/BS in social work, human services, education, or related field; three-to-five years of related experience and/or training; or the equivalent combination of education, lived and work experience, and training.
- Possess basic computer skills.
- Be at least 21 years of age.

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 the job. While performing the duties of this job, the employee is regularly required to sit, stand, bend, twist, kneel, and communicate. The employee must regularly lift and/or move up to 40 pounds.

WORK ENVIRONMENT: KEEPING US SAFE

In response to the COVID-19 Pandemic, Avenues for Youth has worked diligently to establish strong health and safety protocols for our community. This position is typically a face-to-face, in-person role. Currently many job duties can be fulfilled by phone or video-assisted technology, but some situations will require in-person meetings. Any interactions that require in-person contact will involve the use of social distancing and personal protective equipment.

OUR COMMITMENT TO DIVERSITY, EQUITY & INCLUSION (DEI)

Avenues for Homeless Youth is an Equal Opportunity/Affirmative Action employer. We embrace diversity, foster inclusion, and do our work through an equitable lens. Persons of color, women, members of the LGBTQ community, veterans, other minorities, and individuals with disabilities are strongly encouraged to apply.



In compliance with the Americans with Disabilities Act, the organization will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

COMPENSATION

\$14.00 - \$16.00 / hour, depending on qualifications and shift, plus benefits for employees regularly scheduled at least 24 hours per week.

HOW TO APPLY

Email resume, cover letter and references hr@avenuesforyouth.org. Indicate "Youth Support Specialist On Call" in subject line. Or mail the address listed below, Attn: Human Resources. No phone calls please.