



JOB DESCRIPTION

Job Title:	Youth Support Specialist and Food Coordinator
Department:	Shelter and Transitional Living
Primary Location:	Brooklyn Avenues
Reports To:	Program Manager
Employment Status:	Full Time Hourly Non-Exempt Benefits Eligible
Core Schedule:	Sunday through Thursday 7am–3pm

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.

Meeting Basic Needs of Youth

- Form genuine professional relationships with youth by providing time to get to know the youth and meet their needs.
- Engage and supervise youth so that they are provided with a safe environment.
- Utilize opportunities to meet one-on-one with youth to provide mentoring and guidance.
- Meet the basic needs of youth by providing personal care supplies and clothing, as needed.



- Guide youth toward Independent Living Skills by assisting them to establish routines that help prepare them to live on their own and to be successful and stable in housing, school, work, and relationships.
- Participate in youth wake-ups based on work or school schedule and help the youth be productive by waking and starting their day in a timely manner.

Coaching on Independent Living Skills

- Provide support for completing homework and school assignments.
- Ensure comfort and flow in the house.
- Complete prep work for lunch (and dinner as needed).
- Prepare meals and serve in a timely manner.
- Provide support and assist youth in gaining independent living skills.
- Assist YAES to provide support and connect youth to appropriate resources and make progress on personal goals.
- Address crises and conflict in a calm, respectful, and timely manner.
- Assist youth with house chores and sign off on completed chores.

Managing the House and On-Site Supervision

- Provide proactive intervention of conflict between youth to prevent escalation.
- Answer the phones and the door and direct visitors appropriately.
- Provide callers in crisis with counseling and appropriate referrals.
- Answer phone calls regarding youth housing and refer to appropriate resources.
- Document the demographic information of youth turned away.
- Complete a thorough intake with youth once they are accepted into the program.
- Do room checks every hour and document who is present and not.
- Consult the shift checklist to prioritize and complete tasks.
- Role model positive social interactions by involving youth in positive conflict resolution opportunities.
- Engage & encourage youth in ILS and completing chores.
- Ensure the cleanliness of the house; complete unfinished chores. Thorough cleanup of kitchen after meals, check cleanliness of bathroom: 1, 2 & 3 youth, first floor staff- pick-up and keep stocked. Mop common areas. Clean kitchen filters on hood. Clean cooler and freezer. Clean stovetop, range, and oven. Complete house laundry. Organize and stock supply closets on each floor.
- Participate with team members in deep cleaning of the house.
- Walk through the house and check all floors for safety, order, and cleanliness.

Communication and Paperwork

- Fax forms to county.
- Journal daily activities.
- Communicate verbally the issues of the house at the end of each shift to the next staff person on duty (pass-on communication).
- Document in each youth's file and pass-on log to communicate information in a timely



manner, i.e., at the end of each shift.

Food Coordination

- Complete production forms for meals.
- Complete timely food orders through different vendors.
- Follow Food Safety protocols.
- Train other staff on Food Safety protocols.
- Develop and maintain food inventory and tracking system.
- Prepare and engage youth in weekly menu planning for the house.
- Coordinate food deliveries and storage (by self, other staff, or volunteers).
- Work with volunteers around planning "Special Dinners"
- Collect and record meal data statistics.

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 23 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

\$16.00 - \$18.50 / 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.