

# Youth Care Coordinator

Sisu Youth Services

## Job Description

**Position Summary:** Sisu offers shelter and case management support to youth and young adults ages 15-24 experiencing homelessness. The Youth Care Coordinator is responsible for supervising youth in the program and maintaining a safe, clean, respectful, hospitable, and professional shelter environment. The Youth Care Coordinator will have varied tasks to include supervision of clients in the shelter setting, engaging with volunteers, some housekeeping, laundry and food service.

The Youth Care Coordinator reports directly to the Shelter Manager.

## Essential Functions:

- Build and maintain consistency in delivery of service and adherence to program policies
- Provide direct supervision of clients and continuous camera monitoring to ensure safety and security
- Document daily services in HMIS, maintain accurate client files and update shift notes
- Maintain consistency in shelter routines; includes waking youth, answering questions, and helping youth plan their day or attain necessities
- Light housekeeping and cleaning responsibilities
- Answering the phones consistently and documenting any messages that need to be transferred to other staff members
- Using trauma-informed care to create a safe environment for the youth
- Assists youth in maintaining schedule and completing scheduled activities
- Document daily services, maintain client files and goal progression notes
- Lead volunteers during shift
- Communicate and engage with volunteers
- Program outreach to include clients, volunteers, and donors
- Oversee additional activities to grow services for youth
- Clean dorms, offices, closets, and reset for next day
- Conduct intakes for incoming clients and volunteer groups when necessary
- Take appropriate action with special concerns of clients or volunteers
- Work within deadlines and scheduled timelines
- Promote community education projects to help increase awareness of Sisu and homeless youth missions
- Perform other duties as assigned

## Position Qualifications

### Education/Experience:

- Must be highly organized, able to work independently and assist in conflict resolution
- Strong interpersonal skills, including customer service, patience, empathy and compassion
- Effective communication skills, including active listening, writing, speaking and reading comprehension

- Basic computer skills, with proficiency in MS Office applications and other computer applications
- Ability to operate in a trauma-informed manner with young people who may be experiencing mental health issues or substance use disorders

**Physical Requirements:**

- **Staff is required to remain awake for the duration of their shifts**
- Must be able to bend, stoop, and lift items over 25 pounds
- Ability to use telephone, PC, copy machine, printer, and other office equipment
- Ability to use washer, dryer, and other household equipment - ie. Mop, broom, etc.
- Near vision sufficient to read written communications, computer printouts, etc.
- Adequate hearing to communicate effectively in person and by phone

**Education/Experience:**

- High School Diploma or equivalent
- Experience with youth, mental health, social services or program administration a plus
- Employment contingent on successful background federal and state fingerprint check

**Job Location:** On site - Oklahoma City, Oklahoma, United States

**Position Type:** Part-time hourly, non-exempt

**Scheduled Hours:** Varies

**Position Salary:** \$14/ Hr

**Benefit Eligibility:** Medical, Vision, Dental, and Life Insurance benefits available for full-time employees

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