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# WALKER'S POINT YOUTH & FAMILY CENTER

## JOB DESCRIPTION

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**JOB TITLE:** YOUTH AND FAMILY SPECIALIST (Full Time, \$15/hr)– Runaway & Teen Crisis Program

**SUPERVISOR:** DIRECTOR OF HOUSING AND CRISIS SERVICES

**OBJECTIVE:** Provide supervision, training, and development of staff, in conjunction with the Director of Housing and Crisis Services. Oversee the activities for a 24-hour teen shelter. Coordinate and perform intake/crisis intervention services; coordinate/assist with providing residential shelter, milieu and supervision to the residents; assist case coordinators in therapeutic activities; conduct nightly support and education groups; ensure that building and grounds are kept clean; supervise meal preparation; keep required records; participate in community education activities; actively participate in development, nurturance and continuance of the philosophy, values and goals of the agency.

### **RESPONSIBILITIES:**

1. **Serve as YFS** and assist the Lead YFS and Director of Housing & Crisis Services in coordination full-time supervisor schedule. Work closely with Back Up staff and provide effective two-way communication regarding program goals, issues, and concerns. Assist Director of Volunteers and AmeriCorps Program in supervision and training of YFS AmeriCorps Members.
2. **Crisis Intervention Services:** Initiate, maintain and complete the intake process including: initial engagement and service explanation, problem solving, individual interviewing, development of shelter contracts with youth, and interpretation of the service program in the context of providing crisis intervention services.
3. **Intervention Plan:** Assist the therapist in the development of a problem-goal focused individualized intervention plan, assessment of assets and resources, engagement and motivation of youth and family in plan development and implementation, coordination of resident activities with other staff, advocacy, evaluation, referral, develop relationships with all youth in order to facilitate attainment of treatment goals, and follow-up activities.
4. **Shelter Care:** Provide consistent, caring and supportive residential shelter care for adolescents. This includes: meeting the physical, emotional and crisis needs of the youth housed, communicating effectively with the youth, developing milieu programming and activities, meeting with visitors, accepting phone calls, preventing and resolving conflicts among residents, between residents and family members, and visitors.
5. **Support/Educational Groups:** Provide support/educational group as an adjunct to services in accordance with individualized intervention plan.
6. **Telephone:** Provide 24-hour telephone crisis counseling, information and referral in order to meet the needs of youth, adults and agencies in the community requesting assistance.
7. **Resident Supervision:** Provide direct supervision of residents through inspection tours of the shelter conducted periodically during a Youth and Family Specialist shift. Maintain visibility to residents.
8. **Volunteers:** Provide supervision of volunteers in the implementation of their duties, participate in their training, complete evaluations and paperwork, and provide feedback as required.
9. **Record Keeping:** Complete accurately all records associated with client files, log entries, forms and memos.

10. **Housekeeping, Home Maintenance, Meal Preparation, and Laundry:** Ensure that the house and grounds are cleaned and maintained on a daily basis in the context of daily chores through the supervision of residents, volunteers and sharing in the tasks themselves in order to meet acceptable levels of cleanliness, safety standards, and other inspections. This does not negate personal inspection and responsibility for these chores. Ensure that meals are prepared and meet nutritional guidelines. Supervise and enlist the help of residents and volunteers in the preparation of meals, table setting, clearing, and clean-up. Work cooperatively to ensure that house laundry is regularly maintained and that sheets, towels, etc. are available for resident use.
11. **Tours:** Accompany individuals, groups, organizations, or inspection personnel on tours through the house.
12. **Fire Safety:** Ensure that all fire passageways are clear and smoke detectors are checked in all areas on a daily basis. Conduct monthly fire drills, and complete other safety measures as needed.
13. **Other duties:** may be assigned from time to time.

**POSITION REQUIREMENTS:** Must be at least 20 years of age or older. High school diploma or equivalent; Bachelor's degree in social work or relevant human services field preferred or a combination of relevant education and experience. Flexible work availability is necessary as our teen crisis shelter is open 24/7 during daytime, evening, and overnight hours. Excellent communication, interpersonal skills and attention to detail and the ability to climb stairs with some lifting. **City of Milwaukee residency is required for this position.**

To Apply: Please submit a cover letter and resume with subject line, "Full Time YFS Position" to the Director of Housing and Crisis Services, Tonya Lyons at [tonya.lyons@walkerspoint.org](mailto:tonya.lyons@walkerspoint.org)