


POSITION DESCRIPTION

YOUTH SERVICES COORDINATOR

Date of Last Revision: July 2024

	DEPARTMENT	Human Services		
	REPORTS TO	Director of Human Services		
	FLSA STATUS	Exempt		
	POSITION TYPE	Full-Time	PAY GRADE	

POSITION OVERVIEW

Under the general direction of the Director of Human Services, the Youth Services Coordinator works to support the holistic development and well-being of Somers youth through targeted programs and support services that collectively foster positive youth development and create lasting positive impact. By developing an environment where young people can thrive, the Youth Services Coordinator promotes confidence, teamwork, mindfulness, character development, and empowering experiences that help youth become well-rounded, creative, resilient individuals capable of achieving their full potential.

ESSENTIAL JOB FUNCTIONS

- Develops, implements, monitors, and measures the impact of positive youth development programming with the goal of enhancing overall well-being
- Regularly assesses, evaluates, and provides case management to youth and families, documenting baseline information, goals, progress, services provided, and results (Truancy, Juvenile Review Board, public benefits, energy assistance, and others.)
- Regularly works collaboratively with Prevention program staff, participates in trainings, Youth Leadership Council meetings and events
- Regularly works with school and library personnel to assist with the needs of families and youth
- Regularly attends and effectively participates in Youth Diversion Team (JRB) sessions and meetings
- Regularly attends and effectively participates in Youth Service Bureau Advisory Board meetings
- Refers clients to outside community resources as needed
- Coordinates/manages/leads or co-leads programs like Girls on the Run; Somers Teen Center; Youth Leadership Council; Safe Sitter, Safe at Home, and others.
- Maintains case files (hard copy and electronic) on all youth and families served, events, classes, and other opportunities according to department policy.
- Assists with preparation of reports to funders, town leaders
- Plans, organizes, supports, and attends special events for the program and the Town
- Coordinates programming such as Back-to-School and the Holiday Shop
- Assists and supports the Holiday Festival, seasonal heating, rent rebate, and other programs
- Assists with other departmental operations as necessary
- Consistently demonstrates a high degree of professionalism in the community with clients, schools, and referring agencies seeking to build and sustain positive relationships
- Serves as an *ex-officio* member of the Youth Services Bureau Advisory Board

ADDITIONAL JOB FUNCTIONS

- Attends regional meetings, as needed
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

For successful performance in this position, the incumbent will need to demonstrate the following:

KNOWLEDGE of:

- Social/youth services programs and their management
- Methods to assist persons and families in need

SKILLS in:

- Prioritizing work and exercising independent judgment, wisdom, and common sense within established procedures, guidelines, and rules
- Time management, organizational, and multi-tasking
- Interpersonal, verbal, and written communication for interaction with taxpayers, customers, town employees, other government officials, and the public
- Use of common computer applications, including proficiency in word processing, spreadsheet, and database applications. experience with Charity Tracker a plus. Intermediate proficiency with Office 365

ABILITY to:

- Ability to handle several tasks simultaneously in a fast-paced environment where attention to detail
- Develop work methods and procedures with initiative and good judgment and to use resourcefulness and tact in meeting new challenges
- Analyze situations quickly and objectively and determine proper course of action
- Handle confidential material and information in an ethical, professional manner
- Maintain a positive working relationship with staff at all levels, including senior management and elected officials
- Work effectively under deadlines, emergencies, and stressful situations
- Analyze, compare, and interpret facts and figures to make sound judgments
- Demonstrate good customer service skills with the ability to problem solve complaints
- Perform detailed work accurately and on time and initiate and maintain necessary follow-up
- Prepare and submit clear, concise, and accurate reports either orally or in writing
- Maintain a professional attitude and maintain punctuality and consistent attendance with advance notification of absences

MINIMUM POSITION REQUIREMENTS

- Bachelor's degree in education, public health, social work, or similar degree or a combination of education, skill, and experience to efficiently and effectively meet position requirements
- Hands on experience with Youth Diversion Teams (JRB), prevention programs in Connecticut, truancy support, and positive youth programming are a plus
- Flexibility to work some evenings and weekends to meet the needs of clients, the program, and the Town

ENVIRONMENTAL AND PHYSICAL DEMANDS

- Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

PHYSICAL DEMANDS

- This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required
- Regularly sit and work for periods more than one (1) hour, including working with a computer and a telephone
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator, and to operate standard office equipment
- Must possess mobility to work in a standard office setting and use standard office equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone
- Occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.
- Stand, lift, reach and bend to store and access records and files while maintaining records and providing service to customers and support to the department within the office environment
- Lift, carry, push, and pull materials and objects weighing up to twenty-five (25) pounds

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

POSITION DESCRIPTION ACKNOWLEDGEMENT

POSITION TITLE: Youth Services Coordinator	DATE RECEIVED:
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I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor, and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Department Head

Date

First Selectman

Date

Human Resources

Date

Youth Services Coordinator, July 2024