



# YOUTH AND FAMILY SUPPORT WORKER

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**DEPARTMENT:** INS

**REPORTS TO:** Program Coordinator

**CLASSIFICATION:** Non-Exempt

**# OF HOURS:** Full-Time, 40 hrs

**PAYRATE:** D.O.E.

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## **POSITION PROFILE:**

The Youth Family Support Worker will provide comprehensive support services to youth and families living in the Crawford area of City Heights. The Support Worker has experience in assessment and referral, crisis intervention, youth development, and community development. The Support Worker will liaison between youth and families and the educational and community systems that serve them.

## **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- Provide direct case management and advocacy services to youth and families
- Assessments, planning, implementation, and evaluation of intervention plans
- “Mentor” parents through process of accessing services
- Assist youth to conduct outreach and education with community
- Attend team meetings as necessary and work with school personnel
- Link youth and families to school/community information and services
- Encourage parent interest and involvement in self-help activities
- Plan and conduct educational programs for both parents and youth
- Act as a parent liaison/advocate during school/community meetings
- Gain and maintain knowledge of community services
- Attend agency, Crawford Collaborative, Crawford Cluster, and other relevant community meetings
- Participate in outreach and public relations activities
- Participate in trainings to develop professional skills pertinent to role and responsibilities
- Make visits to schools in Crawford area of City Heights to meet with parents and/or school staff
- Arrange transportation for parents as needed
- Maintain professional conduct and objectivity
- Have and maintain positive and supportive relationships with coworkers
- Maintain accurate knowledge about the agency, it’s programs, and services
- Accurately represent the agency to maintain positive working relationships with the general public, clients, funding sources, government bodies, etc.
- Utilize appropriate opportunities to pursue positive public relations for agency
- Other tasks as assigned by the Program Coordinator



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## **QUALIFICATIONS (Education, Experience and Certifications):**

- Bachelor's Degree in Social Work, Child Development, Human Services, or related field preferred
- Bilingual English/Spanish required
- Experience in assessment, case management crisis intervention, and community development
- Demonstrated effectiveness in working with high school age youth
- Experience of working with schools is highly desirable
- Experience in early childhood, youth development or other related field
- Access to reliable transportation and willingness to use for job-related tasks
- Have a driving record that complies with SAY San Diego policies

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge and understanding of socio-economic problem and multi-cultural issues in the community
- Knowledge of immigrant and/or refugee families is highly desirable
- Ability to take initiative, be self-directed, and work independently
- Excellent verbal and written communication skills

## **WORKING CONDITIONS:**

**ENVIRONMENT:** Community and office setting. Job could include minimum to high intensity noise level.

**PHYSICAL REQUIREMENTS:** While performing the duties of this job, the employee is regularly required to sit, reach with hands and arms, and talk or hear. The employee is occasionally required to walk; use hands and arms to perform repetitive motions; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination).

**MENTAL:** Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

*The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*