



Job Description

Union Settlement Association is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at www.unionsettlement.org.

Position: Hub Database & Intake Manager
Department: Youth Services
Reports to: Hub Program Director
Hours: Full-Time (35 hours/week)
FLSA: Non-Exempt

Position: Hub Youth Advocate (2 Available Positions)
Department: Youth Services
Reports to: Hub Program Director
Hours: Full-Time (35 hours/week)
FLSA: Non-Exempt
Reviewed: 8/2/17

Position Summary:

The Hub Youth Advocate will be responsible for providing general case management including engagement, advocacy, referrals and tracking of participants ages 10 to 24 within the East Harlem Youth Opportunity Hub Program. The Youth Advocate will be expected to collaborate with program staff, provider partners, participants and their families to ensure successful access and navigation of 500 participants annually through Hub.

Responsibilities:

- Assist in conducting Intake of participants.
- Implement individualized Service Plans (ISP) and proven engagement strategies including Motivational Intervention and Trauma Informed Approach with at-risk youth to address risk factors for negative life outcomes.
- Partner with program staff and service Hub partner providers to conduct individual assessments of potential Hub participants.
- Assist family members with referrals including but not limited to phone calls to participant and families, scheduling appointments, completing necessary documentation, accompanying participant and/or family members to appointments to ensure a warm handoff.

- Provide outreach to Union Settlement programs, Hub provider partner sites, and other external locations to track participant's engagement and progress and report back to Hub team.
- Maintaining accurate and timely participant and activity records.
- Provide intervention and social emotional support to participants and their families as needed.
- Conduct preventative workshops to ensure participants have the tools to prevent and/or reduce risky behavior.
- Attend team meetings for program updates, progress and Hub / agency related matters.
- Attend Monthly Partner Provider meetings as needed.
- Additional duties as assigned by Hub Program Director, Hub Assistant Director, Assistant Director of Youth Services and Director of Youth Services.

Qualifications:

- Preferred: Bachelors Degree in Criminal Justice or related field and 2-3 years of direct experience in workshop facilitation, case management and or working with high risk and disconnected youth. At minimum some college credits in related field and 5 years of successful demonstration of working with high-risk youth and adolescents.
- Bilingual preferred.
- Strong written, verbal, clerical organization and problem solving skills
- Demonstrate the ability to perform multiple tasks effectively in a fast paced, challenging and constantly changing environment
- The ability to perform at a high level
- Demonstrate the ability to engage, manage and work with a variety of personalities.
- Ability to work in a fast paced, challenging, and constantly changing environment and population without becoming overwhelmed or making rash decisions

To Apply:

Please send cover letter, resume, writing sample, salary requirements, and contact information for at least three professional references to: jobs@unionsettlement.org . Please indicate HUB Youth Advocate in subject of e-mail. Submissions without salary requirements will not be considered.

UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER