



POSITION TITLE: CCBYS Coach & Outreach Worker
STATUS: Full-Time plus On-Call
REPORTS TO: Michelle Desideri, Director of Counseling Services
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Youth Crossroads supports youth, guiding them through life's challenges, and inspiring them to discover new opportunities for personal development, healthy relationships, and positive community involvement. We seek to provide youth with a comprehensive system of support, positive structures, and role models to help them navigate the personal and academic challenges they face in their daily lives, including counseling services, mentorship, tutoring, after-school enrichment programs, youth leadership training, college and job readiness, and community service.

Position Summary

The Coach & Outreach Worker position will ensure that Youth Crossroads is well connected in the community and is breaking down barriers that are keeping community members from reaching services that will improve their well-being. This position requires the ability to identify target audiences and build positive relationships in order to assist individuals and connect them to different services in the community as needed.

Primary Responsibilities

Coaching:

- Provide trauma informed care to all individuals
- Complete a full psycho-social assessment with you between the ages of 10 and 17 and their families as appropriate, who may be involved with the Juvenile Justice system or are at risk for involvement
- Conduct trauma informed screening process with individuals
- Provide psychoeducation in order to educate, normalize, and validate traumatic stress reactions and family experience
- Provide one-to-one Coaching with individuals focusing on current issues, clarifying goals, identifying obstacles, and creating action plans.
- Provide group Coaching or Peace Circles
- Refer individuals as needed for mental health or other YC or external services as needed

Outreach

- Plan and coordinate outreach activities to engage target population
- Provide information regarding programs, services, and opportunities to community members
- Guide and facilitate access to programs, services, and opportunities
- Maintain positive working relationships with community services and agencies
- Identify barriers that keep community members from accessing services
- Participate in public events that will connect YC to the community
- Ensure that safety and well-being practices are implemented
- Participate in staff development and training as required
- Conduct community assessments in order to identify community issues and service gaps
- Refer community members in need of services to case worker

On-Call, CCBYS Services

- Participate in on-call rotation as assigned, generally 1 week 4 to 6 times a year
- Provide crisis response services as required by CCBYS and YC standards and policies
- Transport youth to shelter's or to reunify as case requires
- Provide follow-up services as appropriate to case

- Attend and participate in monthly staff meetings, and other meetings as requested
- Complete paperwork as required in both the YC Apricot System and the eCornerstone system

Desired Qualifications

1. Bachelor's degree in a Human Services Field (Counseling, Psychology, Social Work, etc)
2. Minimum 2 to 3 years' experience in outreach work preferred
3. Knowledge or history of working in the Berwyn/Cicero community.
4. Experience with conflict resolution.
5. Experience working with diverse populations.
6. Excellent verbal and written communications skills.
7. Proficiency in computer applications.
8. Strong organizational and time management skills.
9. Self-directed and able to work collaboratively with minimal oversight.
10. Bi-lingual/bi-cultural Spanish preferred
11. Access to a vehicle and valid Illinois Driver's License Have a valid driver's license and operational vehicle
12. Willingness to work flexible hours as needed, 3 evenings required, with occasional weekends

Salary & Benefits:

Salary will be competitive and commensurate with experience. Youth Crossroads, Inc. offers generous benefits, including medical/dental coverage, vacation and sick leave.

Youth Crossroads, Inc. is an equal opportunity employer. All qualified applicants will be considered for employment without unlawful discrimination based on race, color, creed, national origin, sex, age, disability, marital status, sexual orientation, military status, prior record of arrest or conviction, or current employment status.