

Lutheran Social Services

Position Description



Division/Department: Youth and Mentoring Services Program

Job Title: Refugee Youth and Mentoring Program Assistant

Reports to (Title): Youth and Mentoring Program Manager

Job Code:

FLSA Status: Exempt

Manager (with direct reports)?		Yes		No	X
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Location: Jacksonville

SUMMARY

Summary of the Youth and Mentoring Programs at LSS:

Youth Services focuses on refugee youth ages 16 through 19. This Program provides support to students enrolled in local public schools. Support is offered through after school tutoring, workshops, and field trips. The aim is to increase skills and community integration.

Mentoring Services works with refugees ages 15-24 to promote positive civic and social engagement, as well as supporting individual educational and vocational advancement. Participants are linked with volunteer mentors to help them achieve their goals. They are also included in group activities - participating in workshops and field trips.

This position will work with both the Youth and Mentoring Programs, under the supervision of the Program Manager. The Youth and Mentoring Program Assistant will maintain a client caseload and assess clients for program eligibility and needs. The Program Assistant will recruit eligible clients for both programs, develop action plans, conduct monthly reviews, perform data entry, and assist with program events. The scope of this position also includes recruiting, vetting, and training volunteer mentors. Mentor-Mentee related tasks include: connecting clients with a credentialed volunteer mentor and follow up with the pair as they make progress to their pre-established goals. This position may also assist with community partnership building and developing workshops and outings.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Implement youth and mentoring services programs and activities
- Manage the caseload activities of the youth and mentoring programs ensuring compliance with LSS policy, federal and state regulations and contractual agreements
- Identify youth in need / refer clients to appropriate service providers
- Develop strategic interventions for those clients that require extra support referring them to appropriate services (such as tutoring and mental health counseling)
- Records should include all necessary documentation related to services: such as intake assessments, specific action plans and follow-up, as well as case notes, interim and final reports
- Maintain an organized system of recording and tracking mentor and mentee hours
- Assists with community partnership building
- Plans workshops, field trips and other events alongside the program manager
- Perform required administrative duties as required
- Transports clients to and from event activities
- Deliver a high level of service for all program participants
- Be the first to field concerns and complaints for youth and providers
- Other Duties as Assigned

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WORK EXPERIENCE & JOB RELATED SKILLS (Required/Preferred)

- Minimum of two (2) years of experience working in youth development to include case management, working with diverse, low income and at risk youth or related human service experience
- Minimum of one (1) year of project management or case management experience
- Demonstrated ability to act independently and to work within a team
- Proven excellent oral and written communication skills
- Demonstrated excellence in organization, critical thinking skills, decision-making, problem-solving, time-management
- Must be able to work in an independent and self-directed manner
- Must possess ability to prioritize and effectively manage time and communications
- Experience working with diverse populations: experience and/or knowledge of multiple cultures is preferred
- Demonstrated computer skills and experience using office support software (such as Excel, Power Point, Word, MS Access, Adobe Acrobat, etc.).
- Possess and maintain a valid driver's license and auto insurance
- Multilingual preferred.
- Mathematical Skills: Simple math calculations are required, such as adding, subtracting, multiplying, and dividing.
- Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables with a minimum of direction. Ability to interpret a variety of instructions furnished in written or oral form.

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

Associates Degree or higher

REQUIRED JOB COMPETENCIES (Behaviors For Effective Job Performance)

- Organization
- Cultural Competency – Professionalism/Integrity
- Listening
- Problem Solving
- Teamwork / Leadership
- Communication / Customer Service
- Decision Making
- Computer Literacy
- Knowledge/Learning
- Self-Management / Responsibility

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Position Description



WORK ENVIRONMENT/PHYSICAL DEMANDS	
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.	
Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input checked="" type="checkbox"/> climbing <input checked="" type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input type="checkbox"/> twisting
Lifting to include:	<input checked="" type="checkbox"/> up to 10lbs. <input type="checkbox"/> 11-25 lbs. <input type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> Over 75 <input type="checkbox"/> pushing <input type="checkbox"/> pulling <input checked="" type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours week) <input type="checkbox"/> Frequently (2-3 hours day) <input checked="" type="checkbox"/> Continuously (4+ hours day)
Safety:	lists specifics: Willing to use private vehicle to transport clients

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Employee Print Name: _____

Employee Signature: _____ Date: _____

Lutheran Social Services is an Equal Opportunity Employer