



413 Ninth Street
Glenwood Springs, CO 81601
970-945-9300
www.youthzone.com

Career Opportunity **Youth Advocate, I or II**

About YouthZone

YouthZone currently serves over 2,000 youth and their families every year by offering a wide variety of evidence-based programming through which our clients find safety, compassion, and education as they work to overcome the personal struggles they face. Our programs include youth assessment, parental guidance and support, individual and family counseling, restorative justice, court programs and monitoring, educational workshops, and much more. Ninety percent of our clients maintain their healthy behaviors after graduating from YouthZone. Founded in 1976, YouthZone has been, and continues to be a family-first nonprofit dedicated to fostering positive youth development for teens throughout the Western Slope of Colorado. We aim to hire diverse, family-focused team members who believe that growth is possible for all of our clients.

Our Vision: *Hopeful Youth; Strong Families; Safe Communities.*

Our Mission: *YouthZone provides comprehensive assessment and advocacy to inspire healthy relationships between youth, families, and communities.*

Here at YouthZone, we strongly encourage black, indigenous, people of color, immigrants and LGBTQ+ people to apply. YouthZone is an equal opportunity employer and welcomes everyone to consider joining our team.

YouthZone is committed to inclusion.

YouthZone advocates for equality.

YouthZone has a long history of promoting justice.

Employment Classification

Full-time, non-exempt; 40 hours per week. Based in our Glenwood Springs office, this position requires access to a reliable vehicle required for travel throughout YouthZone's service area of the Colorado Ninth Judicial District, which includes Garfield, Rio Blanco and Pitkin Counties.

Hiring salary range for Youth Advocate begins at \$48K per year.

Position Overview

With an analytical mind and a compassionate nature, Youth Advocates at YouthZone serve as coordinators, mentors, coaches and trusted adults for our youth clients. Youth advocates assess the strengths and the needs of each youth, then coordinate and monitor restorative activities, treatment plans, and other interdisciplinary care, while ensuring that court-mandated requirements are also met. On any given day, youth advocates may perform intake interviews, check in with clients, meet with parents, arrange resources, and complete reports and data entry.

Successful YouthZone youth advocates possess: deep empathy and understanding of adolescents; creativity and the ability to problem solve with parents and service providers; persistence and assertiveness in advocating for their youth clients; the ability to withstand the pressure and stress that often comes from service development and negotiations; knowledge of the differences in the major service areas that serve children and knowledge of individualized program development.

Education, Training and Experience

- *Required:* Bachelor's degree from an accredited, four-year institution, or an equivalent combination of training, education and relevant experience.
 - *Highly desirable:* Major or substantial coursework in social work, psychology, mental health, counseling, education, juvenile justice, or related field.
- *Required:* Three or more years of experience working with young people and adolescents, ages 10 to 18 years old.
- *Required:* High proficiency with MS Office programs: Outlook, Word, Excel, and PowerPoint.
- *Required:* Proficiency with office technology and equipment, including fax machines, printers, copiers, scanners, and computers.
- *Highly desirable:* Clinical health experience and/or knowledge of age-appropriate youth behaviors and family dynamics.
- *Highly desirable:* Bilingual in Spanish and English; Strong verbal and written communications skills in English, and ability to understand and to make oneself understood in Spanish.

Other Requirements

- Participation in a child abuse registry check; fingerprint/Colorado Bureau of Investigation check; driving history check, and drug screen.
- Ability and willingness to work a flexible schedule in order to accommodate client needs and court schedules.
- Access to, and willingness to use, reliable transportation that is properly registered and insured for travel throughout the YouthZone service area, which includes: Aspen, Basalt, Carbondale, Glenwood Springs, New Castle, Silt, Rifle, Meeker, and Parachute.
- Participate in on-going training opportunities related to aspects of case management and adolescent development.
- Well-developed interpersonal abilities.
- Exceptional written and verbal communication skills.
- Ability and willingness to work a full-time weekly schedule, which at times requires flexibility in service to meeting the needs of clients.
- Professional attitude, and friendly, courteous manner.
- Exceptional task and time management skills.
- Creativity and strong problem-solving skills.

Working Relationships

- Reports to Assistant Director.
 - Youth Advocates also receive direction, training and support from Clinical Director and Senior Youth Advocate.

- and other YouthZone team members, depending on the tasks at hand.
- Weekly meetings with Senior Youth Advocate for purpose of supervision, case review, on-going training and general support.
- On-going, constructive, and open collaboration between all YouthZone staff is essential to our team to ensure a consistent, effective and high-quality program.
- The ability to interact efficiently and effectively with program stakeholders including school personnel, district leadership, law enforcement agents, judicial district personnel, parents, youth, and outside agencies.

Essential Functions and Responsibilities of the Youth Advocate at YouthZone

- Establish and nurture key relationships, both internal and external.
 - Establish and maintain rapport with youth and their families.
 - Establish and nurture an appropriate and professional connection with youth that supports their growth and development.
 - Attend municipal, district, and county courts on regularly scheduled dates.
 - Organize staffing to develop an individualized family service plan with enrolled clients.
 - Collaborate with other community resources to maintain and develop positive working relationships.
- Establish meaningful customer and client relationships.
 - Conduct initial assessment of youth client needs, and those of his/her family in order to develop and implement an effective service plan.
 - Monitor client utilization of services as outlined in the service plan.
 - Advocate for clients and families having difficulty receiving needed services, and provide assistance as needed.
 - Respond promptly to client's needs and requests for support.
 - Notify Clinical Supervisor immediately regarding high-risk clients, and/or emergent situations.
 - Facilitate and organize YouthZone groups and programs, as directed.
 - Remain flexible in setting times and places for meeting with clients.
- Maintain administrative responsibilities.
 - Maintain client records and document work activities in accordance with YouthZone standards and practices.
 - Promptly prepare necessary court documentation.
 - Accurately complete YouthZone paperwork and data-entry in a timely manner.
- Participate as a contributing member of the YouthZone Team.

Required Responsibilities of YouthZone Team Members

- Serve as an ambassador for YouthZone and its mission throughout the communities we serve.
- Be prepared to provide accurate information and answer questions about YouthZone's programs and services.
- Be prepared to provide accurate information and answer questions about YouthZone's current and upcoming development opportunities. This includes the ongoing Wish List.
- Demonstrate ability and willingness to work with youth and adult clients with an attitude of respect and non-judgment.
- Maintain a strong sense of compassion and empathy for adolescents and the existential struggles they deal with.
- Ability to problem-solve with parents and service providers in order to best support youth.
- Demonstrate flexibility in scheduling meetings with youth, parents, partners, and stakeholders.
- Maintain strict compliance with YouthZone operational and safety policies, procedures, and standards.
- Comply with confidentiality standards and practices, HIPAA guidelines, and mandatory reporting requirements.
- Notify Clinical Supervisor immediately regarding interactions with high-risk clients, and/or emergent situations.
- Complete all required and requested documentation and reports in a timely manner.
- High proficiency and comfort level in computer skills, to include: word processing, spreadsheets, email, calendar/collaboration operations, and use of cloud-based functions.
- Willingness to expand and deepen technological skill set.
- Strong writing skills: ability to draft professional, high-quality letters, emails, reports, proposals, etc.

- Demonstrate commitment to the success of the organization and its programs.
- Attend and participate in mandatory monthly Team Time meetings.
- Participate in organizational activities as directed, in order to meet the goals and objectives of YouthZone.
- Attend and participate in YouthZone fundraising activities and programs, as directed.
- Perform any other duties in service to the successful operation of YouthZone as assigned by the Executive Director or Assistant Director.

Required Skills and Attitudes of YouthZone Team Members

- Passion for our vision and mission.
- Advanced organization and time-management skills.
- Highly developed interpersonal and communication skills.
- Persistence and assertiveness in advocating for youth.
- Ability to type for purposes of crafting reports and correspondence, and for data entry.
- Willingness to share in office maintenance and upkeep, as directed.
- Commitment to the success of the organization and its programs.
- Reliability, friendliness, and conscientiousness.
- Enduring sense of humor.

Benefits of working at YouthZone

YouthZone is a great place to work! In addition to a healthy, supportive work culture, we offer three hours of weekly exercise time, employee retirement plan, health insurance/wellness stipend, and the opportunity to be part of a wonderful team consisting of committed and passionate professional optimists.

An offer of employment at YouthZone will be contingent upon the candidate passing a background screening process that includes Colorado Bureau of Investigation fingerprint check of criminal history, Child Abuse Registry check and drug screen. All YouthZone staff must also show proof of auto insurance and submit copies of diplomas and/or certificates of training.

The statements contained herein reflect general details in order to describe the essential functions of the position, as well as the skills and attitudes necessary for success. It should not be considered an all-inclusive listing of work requirements. Individuals may be required to perform other duties as assigned. This job description does not constitute an employment contract and is subject to change as the needs of YouthZone and requirements of the job change.

To Apply

Send current résumé and a cover letter in which you:

- Introduce yourself,
- Highlight your relevant skills, training and experience,
- Explain why you would like to work for YouthZone,
- Describe what you would bring to the YouthZone community as a member of our team.

Email your application materials to careers@youthzone.com.