



JOB TITLE: Community Outreach and Engagement Lead

REPORTS TO: Senior Access Center Manager

STATUS: Full-Time, 40 hrs/wk, Non-Exempt

CELL PHONE: Provided

DRIVER POSITION: Yes

ABOUT US:

Safe Place for Youth (SPY) is the leading service provider for youth experiencing or at-risk of homelessness in West Los Angeles. Founded in 2011, our agency offers trauma-informed, low barrier programs that support young people in exiting the streets and achieving stability so that they can thrive, not just survive. Our robust continuum of care includes street outreach, drop-in services, health and wellness programming, case management, education and employment services, and housing programs.

SPY is a unique social impact agency that is committed to overcoming structural barriers to equity, community collaboration, and innovative youth-focused programming. If you have the skills, passion and collaborative spirit, join our growing team of nearly 60 employees.

SPY strives to attract and develop individuals who reflect a broad spectrum of diversity, including (but by no means limited to) racial, ethnic, gender identity and socioeconomic dimensions. We believe that inclusion of diverse perspectives is essential to achieving long-term, systemic change. We explicitly seek applications from those who self-identify as coming from historically marginalized populations to enrich and elevate our equity-centered approach to problem-solving.

ABOUT THE ROLE:

SPY is looking for a mission-focused, critical thinking and enthusiastic Community Outreach and Engagement (COE) Lead to oversee the organization's street outreach and community relations efforts. The COE Lead will be responsible for implementing strategies that support the safety of SPY members and the surrounding community by applying trauma informed care techniques and mediation. As the lead of the Outreach and Engagement Team, the COE Lead will focus on proactively assisting youth with connecting youth to our Access Center services and housing resources; and building relationships with our local community, neighbors, and stakeholders to ensure safety, collaboration, and positive communication. The COE Lead will work at SPY's Access Center in Venice, and will coordinate outreach related programming, activities, and events and implement a strategy for serving as a resource and liaison to the Venice Community. The ideal candidate will have a strong understanding of direct service to at-risk populations, trauma-informed

care and community relations. Specific knowledge or experience related to transitional aged youth experiencing homelessness is a plus.

WHAT YOU'LL DO:

- Develop and maintain outreach strategy to ensure youth across SPA 5 are reached and aware of the services provided at SPY. Outreach strategy should include SPY-directed outreach, as well as collaborative community outreach with other organizations where youth are present.
- Develop and implement engagement strategy for connecting, mediating and building rapport with SPY members.
- Develop and implement engagement strategy for connecting, mediating and building rapport with Venice neighbors, local community, and collaborating organizations.
- Supervise Outreach and Engagement team staff, interns and volunteers.
- Maintain positive community relations through outreach efforts and community events. This includes special attention to SPY's neighbors.
- Supervise data entry within the Coordinated Entry System (CES), utilizing HMIS and SPY database to track and record outreach activities.
- Work collaboratively with the Senior Access Center Manager to ensure all data that is needed is collected effectively and efficiently, including community-based safety data, and shared with the appropriate community members.
- Collaborate with partner organizations, government agencies (DMH, LAPD, LAHSA, HELPER etc.) on outreach efforts throughout SPA 5.
- Utilize a strength based, harm reduction, trauma informed, housing first model when working with youth.
- Support Senior Access Center Manager with drop-in programming, gate activity, and surrounding neighborhood. Provide mediation and crisis intervention to youth as needed.
- Responsible for ensuring that the safety plan for the Access Center and surrounding neighborhood is followed.
- Act as community contact for leads on member activity and locations where outreach is needed, as well as community support for questions and concerns.
- Participate in meetings with collaborative agencies, neighbors and other community meetings as directed.
- Complete and submit all required forms, case records, statistical reports and documentation to the Director of Programs within designated timelines.
- Work collaboratively across internal departments and SPY partners.
- Support the professional development of the O&E team, including setting up and participating in all relevant trainings and meetings.
- Build creative and sustainable strategies and programs to best engage members.
- Attend quarterly staff meetings and required trainings
- Other supervisory responsibilities as assigned, such as manager on duty

- Other duties as assigned.

WHAT YOU'LL NEED:

- A demonstrated knowledge of the issues faced by homeless youth population.
- 2+ years experience providing street-based outreach services.
- 2+ years experience supervising direct staff.
- Gang and communities intervention experience
- Knowledge of social service resources for youth experiencing homelessness and at-risk of experiencing homelessness.
- Working knowledge of positive youth development, trauma informed, de-escalation techniques and harm reduction service models.
- Must possess HMIS experience and advanced computer skills including word-processing, database operations, spreadsheets and other software systems.
- Proficient in Microsoft Office (Word,Excel) and Google Docs.
- Professional verbal and written communication skills, including organizational, detail-oriented and interpersonal skills.
- Ability to work effectively with people of diverse races, ethnicities, backgrounds and sexual orientations in a multicultural environment.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS:

Prolonged periods of sitting at a desk and working on a computer.

Changes in the environment, such as the office or outdoors.

Physical effort/lifting, such as sedentary- up to 15-20 pounds at times.

Driving 15 seater van and personal vehicle on outreach sessions.

SPECIAL CONDITIONS:

Driver Positions:

Applicants are required to provide a copy of their driving record from the Department of Motor Vehicles, along with a copy of their valid driver's license and proof of insurance. Job offers are contingent upon a satisfactory driving record. Examples of an unsatisfactory driving record include:

- Suspended or revoked license
- Three or more moving violations in the past 36 months
- Any violations, including drugs, alcohol, controlled substances, within the past 24 months
- Reckless driving, including hit and runs, within the past 24 months
- At fault accidents, resulting in fatality or serious injury, within the past 5 years

The motor vehicle record will need to include a review of all states listed on the individual's employment application and resume. See instructions on obtaining your driving record below:

<https://www.dmv.ca.gov/portal/customer-service/request-vehicle-or-driver-records/online-driver-record-request/>

For driver positions, driving is an essential job function and cannot be reasonably accommodated, employment may be discontinued.

NOTE: All staff members will be considered introductory employees for the first three months of employment and will not be considered regular employees until the conclusion of this period. SPY reserves the right to extend an employee's introductory period. ***In no way does the expiration of this introductory period change the fact that all employees are at-will.*** It is the supervisor's responsibility to orient the employee and to communicate the expectations of the supervisor and SPY, as well as to evaluate whether the employee has the necessary level of skill, job knowledge, motivation, and attitude to become a regular member of the SPY staff. New employees are also encouraged to seek guidance and assistance during this period. Employees who fail to demonstrate the expected commitment, performance and attitude may be terminated at any time during the introductory period. However, completion of the introductory period does not change or alter the "at-will" employment status. Employees continue to have the right to terminate their employment/business relationship at any time, with or without cause or notice, and SPY has the same right. The organization, in its sole discretion, may change the job duties, responsibilities and assignments of any position, at any time.

BENEFITS & PERKS:

Safe Place for Youth offers a competitive benefit package including comprehensive health coverage, 403b with agency contribution, and vacation/sick time. We also offer unique perks including weekly meditation/mindfulness and professional development opportunities that are tailored to your individual career growth. This position also offers a generous 9/80 Alternative Workweek Schedule.

TO APPLY:

Applicants should send a resume and cover letter to Sarah Boehmke at sarahb@safeforyouth.org with "Community Outreach and Engagement Lead" in the subject line.

All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. Safe Place for Youth does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.

Safe Place for Youth is an equal opportunity employer committed to a diverse and inclusive workforce. In addition, the organization will consider employment-qualified applicants with criminal

histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring.

Acknowledgment:

Signature: _____

Date: _____