



**JOB TITLE:** Community Ambassador III, Access Center

**REPORTS TO:** Community Outreach & Engagement Program Manager

**STATUS:** Full-Time, 40 hrs/wk, Non-Exempt, 18-month Term (June 30, 2022)

**CELL PHONE:** ✓ Reimbursement

**DRIVER POSITION:** ✓ Yes  No [ If yes, see note below]

#### **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:**

Community Ambassadors are a part of a Network with the Department of Mental Health Initiative to function as leaders in designing and advocating for healthy and racially equitable communities. As a Community Ambassador I at SPY you will support the goal to improve young people holistically through different services, activities and engagements. Utilizing an equity centered community design you will provide support and services to youth experiencing trauma.

#### **WHAT YOU'LL DO:**

##### **50% Program Supervision and Implementation**

- Facilitate communication and coordinate services between providers, organizations and other stakeholder groups.
- Build and maintain positive working relationships with community members, providers, case managers, agency representatives, supervisors and office staff.
- Plan and execute civic engagement and education activities for Access Center youth members collaboratively with staff, partners and outside stakeholders to ensure that youth

input is integrated in key decisions and they feel empowered to participate in their wellbeing plan.

- SPY Member support during drop-in service hours and programming to increase their knowledge of what services and resources are available and how to access them.
- Greet and build rapport with SPY members, helping connect to services, programs and partners.
- Act as Access Center Manager on Duty during assigned shifts.

### **30% Staff Supervision**

- Hire, train, onboard, coach, and mentor staff; monitor staff performance and complete staff evaluations.
- Facilitate and Coordinate team meetings to provide support and communication to staff.

### **20% Administration**

- Document activities, service plans, and results in an effective manner while strictly adhering to policy and procedure.
- Ensure proper data input and collection on all required data systems.
- Attend all required internal and external meetings; including the Dept of Mental Health.
- Additional ad-hoc tasks as required.

### **WHAT YOU'LL NEED:**

- A commitment to and a passion for the mission, vision, values, and culture of SPY
- A self-starter who is prepared to drive innovative solutions for an emerging organization
- Ability to work in a fast-paced environment that requires attention to detail and effective collaboration with a variety of organizations and individuals
- Ability to think creatively and assess for systems improvements
- Excellent written and verbal communication skills
- Life and Lived Experience: have learned lessons from circumstances and others and applied to personal development
- Ability to work and communicate respectfully within a context of varying beliefs, behaviors, orientations, identities, and cultural backgrounds
- Experience using technology; social media, database systems, google, Microsoft
- Ability to work some evenings and weekends (some local travel required)

### **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.*

### **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 Senior Access Center Manager, Sarah, at [Sarab@safeplaceforyouth.org](mailto:Sarab@safeplaceforyouth.org) with "Community Ambassador III, Access Center" 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.*