

Job Description – Youth Worker

Location: Roca Springfield – Young Mom’s

FLSA Classification: Non-Exempt

Organizational Overview

Roca has been serving young people in Massachusetts since 1988. We currently serve over 1,000 young people across 21 communities in Massachusetts, with three fully operating sites in Chelsea, Boston, and Springfield, and two satellite sites in Lynn, and Holyoke, MA. We also opened a site in Baltimore, Maryland in the summer of 2018. All of our sites serve high-risk young men, and our Chelsea and Springfield sites also serve high-risk young mothers.

Roca’s work is based on the theory that young people, when re-engaged through positive and intensive relationships, can change their behaviors and develop life, education, and employment skills to disrupt the cycles of poverty and incarceration. Roca’s Intervention Model engages the highest-risk 16-24 year olds in a long-term process of behavior change and skill building opportunities. Understanding that meaningful change doesn’t happen overnight, we deliver an Intervention Model that is four years long and allows for relapse during the process. We know that lasting change requires a safe space to grow and to flex newly acquired decision-making skills. If a young person is seeking change or can make it through our model without relapsing, then they are not a candidate for Roca and can likely be served by a less intense program.

Our Intervention Model is a cognitive-behavioral intervention based on the evidence-based practices of community corrections. It is the only community corrections model that is delivered on the street, to high-risk young people, by a non-mandated authority. The Intervention Model has five components: Relentless Outreach, Transformational Relationships, Tailored Programming, Engaged Institutions, and Performance Based Management. The Young Mothers’ Program is an intensive, four-year, two generational approach to serving the highest risk single mothers ages 16-24 and their vulnerable children, and helping them to find stability, achieve sustained behavior change, and improve developmental and educational outcomes for young children.

Position Overview

Youth Workers report to the Young Mother’s Program Manager. Roca’s youth workers work with very high-risk young mothers, ages 16-24, most of whom have dropped out of school and/or are struggling with school, live in a variety of high-risk and volatile situations including domestic violence and unstable housing; are likely to be school dropouts and involved with the justice system, and facing multiple barriers. Through relentless outreach youth workers build intentional relationships with these participants, engage the participants in a variety of programming, and work with participants through their stages of change in order to drive toward long term positive outcomes. Additionally, youth workers will work community partners (DTA, Housing, police, probation officers, and community members) within the communities Roca is serving. Youth workers will also monitor children of participants to assess their on-track development, make appropriate referrals, and support participants in positive parenting strategies. The successful Youth worker will work closely with team members, supervisors, and others within the organization to ensure that each young person is driving to outcomes of economic independence and living out of harm’s way.

Responsibilities

- Understand, practice and promote the vision, mission, and values of the organization.

Core Functions	Bottom Lines and Expectations	Targets
Outreach and Transformational Relationships	<ul style="list-style-type: none"> • Fully implement the intervention model with a caseload of up to 25 high risk young moms, primarily located in Cambridge, Somerville, and Everett with open DCF cases • Engage and build relationships with young people for the purpose of supporting behavior change and skill development • Engage in intentional CBT based contacts with participants to help them identify and learn emotional regulation skills to shift negative behavioral cycles • Perform general and targeted outreach for new participant recruitment, eligibility vetting, and ongoing caseload management • Communicate with supervisor and team members regarding participant barriers (substance abuse, street, domestic violence, etc.) and skills needed to be job ready • Actively participate in the safety of the space for all participants and their children through building coverage and communication across the organization 	<ul style="list-style-type: none"> • 100% compliance with Eligibility Forms, Consents, Child Profiles, & Safety Profiles by 90 days • 100% compliance with ETO and all evaluation tools • Contact Standard Average remains within 10% of 80% Standard
Stage Based Programming	<ul style="list-style-type: none"> • Identify weekly participant target lists for programming in coordination with instructors • Deliver formal and informal CBT skills programming, parenting curriculum, parent/child activities, and Circles • Actively get participants into programming including TEP, education, pre-voc, certifications, workforce readiness, etc • Assist with other programming as determined including workforce readiness, financial literacy, digital literacy • Work with team to plan and implement engagement activities, events, and workforce related field trips • Support moms with school enrollment/attendance is appropriate • Regularly screen children using the Ages & Stages Questionnaire (ASQ) and its social and emotional counterpart (ASQ:SE); and ensure referrals and follow-through as needed 	<ul style="list-style-type: none"> • 80% of active participants are identified weekly for appropriate programming • Program Standard Average remains within 10% of 60% standard • 80% of caseload on timeline track • 100% ASQ and ASQ completion biannually
Job Placement and Retention Support	<ul style="list-style-type: none"> • Work closely with Job Developer on first time placements within 60 days of meeting Workforce Readiness Criteria • Support retention and rapid re-placement within 30 days • Work on Advancement Plans (employment, school, training) after 6 month retention 	<ul style="list-style-type: none"> • Complete Workforce Verifications • Employment placement: 90% of timeline targets; 90% replacement rate within 30 days

Core Functions	Bottom Lines and Expectations	Targets
Partners/Networks & Supports	<ul style="list-style-type: none"> • Communicate and engage with key partners to increase resources and supports for participants (DTA, DCF, mental health, SA, health) • Represent Roca as appropriate in community events, meetings, learning communities 	
General Responsibilities	<ul style="list-style-type: none"> • Utilize Youth Worker Track book to manage daily/weekly priorities, target lists, schedules, etc... • Maintain Efforts to Outcomes (ETO) data base through data entry of all work with participants on a daily/weekly basis, completion of assessments and all other tools as required for evaluation purposes • Utilize ETO reports and data to track participant progress and own performance in moving young people through change process and achieving expected performance indicator targets • Participation in team meetings, participant reviews, program planning, trainings, etc... • Demonstrate mindfulness for the resources that Roca possesses, and actively work to maintain their functioning • Other tasks as assigned 	<ul style="list-style-type: none"> • Completed Youth Work Track Book • Daily ETO Data Entry • Run weekly reports required for supervision and complete tool prior to supervision session • Participate in Participant Pulls to review progress and get feedback

Qualifications

The very nature of Roca’s work requires an individual of great commitment and energy to the mission. Roca seeks a highly driven individual who is good fit both personally and professionally for the culture of Roca. In addition, the ideal candidate for this position will be a trustworthy decision-maker. He/she will have a sense of humor, feel passionate and committed to direct work with high risk youth, and demonstrate interest in coaching and supporting coworkers.

Roca expects candidates to have the following skills:

- BA preferred/Equivalent experience accepted--Minimum of three years of direct service work with high risk young people
- Understanding and experience working with street involved high risk young people.
- Capacity for creative problem-solving, conflict resolution, violence prevention
- Strong written and oral communication skills.
- Capacity to think and act intentionally and strategically to help young people change behaviors
- Creative problem-solving and thinking
- Organized, can handle addressing different types of needs for people, thorough, timely, and good humor.
- Self-motivation, initiative, sound judgment, and commitment to ongoing learning are essential
- Ability to work as a part of a team.

Requirements for the position:

- Ability to travel around the service area
- Computer Literacy

- Valid state issued driver's license
- Criminal background and current driving record check
- Willingness and ability to work outside of normal business hours, and Holidays and/or weekends as needed.
- Ability to work with diverse cultures
- Strong attendance and high energy