



**POSITION TITLE:** Bilingual Program Coordinator

**CLASSIFICATION:** Regular, Exempt, Salary

**DEPARTMENT:** Program

**REPORTS TO:** School Programs Manager

**FULL-TIME/PART-TIME:** Full-Time

**Youth On Their Own (YOTO)** - strives to eliminate barriers to education and empower Pima County's homeless youth to stay in school. For over 30 years, we have supported the high school graduation of this unique demographic by providing financial assistance, basic human needs, and guidance. With the help of our supporters we empower homeless youth to remain in school and pursue opportunities for self-sufficiency.

## **OVERVIEW**

The Program Coordinator identifies student participants who are at risk of dropping out of high school and provides advocacy services to ensure high school graduation and continued success post High School. Additionally, the Program Coordinator is responsible for the recruitment, retention, and on-going communication with School Liaisons who serve as the link between Youth On Their Own (YOTO) and the student. The Program Coordinator conducts outreach to community partners to increase referrals to the YOTO program.

## **ESSENTIAL DUTIES**

### **School Program (80%)**

- Travel to and meet with School Liaisons and student participants at their school on a regular basis.
- Regularly conducts academic trend analyses to identify at-risk student participants; priority given to 12th grade student participants to ensure their high school graduation.
- Assess student applications quickly and accurately to determine program eligibility.
- Maintain a caseload of up to 400 assigned students, schools, and liaisons efficiently. This includes, but is not limited to:
  - Respond to questions from School Liaisons and student participants quickly and professionally.
  - Timely coordination of services for students (tracking requests, ensuring students receive requests, etc.).
  - Accept and process student applications, student living expense stipends, and emergency needs requests.
  - Recruit School Liaisons in schools where there is no Liaison by working with appropriate school personnel at the school site.
- Coordinate new and returning School Liaison training/YOTO orientation with the Schools Program Manager and provide ongoing assistance with YOTO policies and processes in order to ensure smooth service delivery for student participants.
- Using current technologies develop a strategy for facilitating communication with and among Liaisons and student participants.
- May assist in other duties related to the administrative aspects of the YOTO program.

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- Responsible for meeting metrics delineated by the School Programs Manager related to school visits, liaison contacts, and student engagement and success.
- Responsible for meeting metrics outlined by the School Programs Manager.
- Present to other appropriate organizations information about the YOTO program to ensure the community is aware of the program and can make referrals of homeless teens when appropriate. This may include, but is not limited to:
  - Conduct outreach to Arizona Department of Child Safety in Pima County to increase referrals of eligible youth enrolled in group homes and the foster care system to the YOTO program.
  - Conduct outreach to other appropriate community agencies and government departments to increase referrals of eligible youth to the YOTO Program.
  - Represent YOTO at tabling events, speaking events, resource fairs, community events, and organization fundraising events.
- Represents YOTO in a professional manner and presents information congruent with organizational policies and procedures.
- Help translate student documents and materials.

#### **College & Career 15%**

- Meet with School Liaisons and Student Participants at their school as needed for topics related to College & Career. Conduct senior meetings and transition planning with seniors who are on-track to graduate high school.
- Respond to questions from School Liaisons and Student Participants, as well as be able to anticipate guidance and mentoring needs, in terms of post-secondary success (college and career), as needed. Support students with filling out, or reviewing, their FAFSA applications.

#### **Mini Mall 5%**

- Provide coverage for the student drop-in center (Student Success Center) when needed.
- Address needs and answers questions from student participant drop-ins, youth drop-ins, and community members inquiring about YOTO services.
- Create a safe and welcoming space for all students and community members by implementing traumainformed practices, being at all-times LGBTQ+ inclusive, being culturally aware and sensitive, and acknowledging the diverse experiences of those in the Student Success Center.

#### **Physical Demands/Working Conditions:**

- Intermittent physical activity including bending, reaching, and prolonged periods of sitting and using a computer
- Able to lift up to 20 pounds.

#### **Minimum Qualifications:**

- Bachelor's degree in Education, Social Work, Psychology, or related field, or equivalent experience
- Experience working with youth ages 12 – 22; Compassion and understanding for challenged youth population we serve

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- Ability communicate calmly and supportively with youth using non-judgmental language.
- Ability to work with and maintain confidential files, records, and correspondence with understanding of timely and accurate maintenance of program data and statistics as necessary.
- Ability to adapt to different situations in a calm and professional manner.
- Ability to communicate and work in collaboration with numerous supporting constituents and as part of a team.
- Ability to perform duties with a trauma-informed care approach.
- Valid driver's license, clean driving record, and access to own auto (mileage reimbursement provided) and proof of auto insurance.
- Ability to receive Fingerprint Clearance Card. □ Bilingual English/Spanish speaker required.

### **DISCLAIMER**

This job description is not an exhaustive list of all functions that the employee may be required to perform, and the employee may be required to perform additional functions pertinent to the position. Youth On Their Own reserves the right to hire the most qualified candidate for this position who can perform the essential functions of the job with or without reasonable accommodation. Youth On Their Own reserves the right to revise this job description at any time.

### **TO APPLY**

The position will remain open until filled. To apply, please submit a cover letter, resume, and contact information for three professional references to [dfigueroa](mailto:dfigueroa). No phone calls please.