



POSITION DESCRIPTION

Youth Outreach & Employment Specialist

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is dedicated to inspiring a profound transformation within cultures, institutions, and communities, forging a path toward a humane future for all. We actively engage with systems to implement approaches that are systematic, sustainable, equitable, and clinically sound to enhance health behaviors and prevent illness.

Our vision is to break down barriers and foster a thriving environment through education, community support services, and diligent advocacy. We aim to dismantle obstacles such as inadequate education, limited access to resources, and disparities in class and health, creating a foundation for lasting change.

We aspire to promote positive health outcomes and bridge significant health disparities at the community level. By meeting basic needs first, we empower communities through educational opportunities and impactful advocacy across multiple levels. We are committed to standing in the gap for those who need it the most, through advocacy, transformative education, and seamless coordination with partner organizations, city officials, and community resources.

At the heart of our work is a deep-rooted trust within the community and a proven track record of empowering change. Together, we can build a brighter, healthier future for everyone.

POSITION OVERVIEW – Youth Outreach Specialist

The Youth Outreach & Employment Specialist is responsible for engaging high-risk youth ages 14–18, building trusted relationships with community partners, and supporting youth through employment readiness, job placement, and early career development. This role serves as a bridge between youth, employers, schools, and community-based organizations, ensuring participants receive culturally responsive, trauma-informed, and developmentally appropriate support.

The ideal candidate is deeply rooted in the community, skilled at relationship-building, and committed to creating pathways to economic stability for young people facing systemic barriers.

QUALIFICATIONS

- Commitment to the mission and values of Urban Triage, Inc.
- Experience in case management and/or non-profit work, or related social service work, is preferred. Lived experience is also appropriate.
- Strong interpersonal, communication, multitasking, and crisis intervention skills.
- High organizational skills, time management, and attention to detail.
- Intermediate computer literacy skills and general math (multiplication, percentage, division, etc.).
- Must be flexible, self-motivated, and able to work independently and within a team.
- Comfortable with community outreach and relationship building. Going into the community, self-led and motivated to support the work of Urban Triage.
- Must pass a background check.
- A valid driver's license, insurance, and reliable transportation.

- Being bilingual (English/Spanish) is a bonus.

KEY TASKS AND RESPONSIBILITIES

Youth Engagement and Outreach

- Conduct proactive outreach to high-risk youth through schools, community organizations, street outreach, and referral networks.
- Build consistent, trust-based relationships with youth and families
- Support youth with goal setting, accountability, and ongoing engagement
- Maintain regular contact with participants through check-ins, workshops, and individual support

Employment Readiness and Workforce Support

- Facilitate or support job readiness training (resume building, interview skills, workplace behavior, time management, financial literacy)
- Assist youth with job applications, hiring paperwork, and onboarding processes.
- Support youth in identifying career interests and employment goals
- Provide coaching and problem-solving support to help youth retain employment.

Job Placement & Employer Partnerships

- Develop and maintain relationships with local employers, workforce agencies, and training providers.
- Coordinate internships, paid work experiences, apprenticeships, and entry-level job placements
- Act as a liaison between youth and employers to address challenges and promote success
- Track placements, employment outcomes, and retention milestones

Community Partnerships & Collaboration

- Build and sustain partnerships with schools, juvenile justice partners, social service agencies, and community organizations.
- Represent the organization at community meetings, job fairs, and outreach events.
- Coordinate referrals to supportive services, including counseling, transportation, educational support, or housing resources.

Documentation & Reporting

- Maintain accurate and timely case notes, attendance records, and outcome data
- Support grant reporting and program evaluation requirements
- Participate in team meetings, trainings, and continuous improvement efforts

Required Qualifications

- Bachelor's degree in Social Work, Youth Development, Education, Human Services, or related field (**or equivalent lived experience**)
- At least 1–2 years of experience working with high-risk or opportunity youth
- Strong understanding of systemic barriers impacting youth (poverty, trauma, racism, involvement with child welfare or juvenile justice systems)
- Excellent communication, organizational, and relationship-building skills
- Ability to work evenings and weekends as needed



Preferred Qualifications

- Experience in workforce development, employment training, or job placement programs
- Existing relationships with local employers or workforce partners
- Experience with trauma-informed, restorative, or culturally responsive practices
- Bilingual or multilingual abilities
- Lived experience that reflects the communities served

Core Competencies

- Youth-centered and strengths-based approach
- Cultural humility and anti-oppressive practice
- Crisis de-escalation and problem-solving
- Ability to work independently and as part of a multidisciplinary team
- Data tracking and documentation skills

Physical & Environmental Requirements

- Ability to travel locally for outreach, meetings, and site visits
- Ability to work in community-based and non-traditional settings

BENEFITS

- Life, Dental, and Vision Insurance.
- Employee Wellness Benefits (up to \$10K for executive-level employees).
- 4 Weeks of Vacation, plus PTO and Sick Leave.
- 1 Paid Week Summer Break.
- 2 Weeks Paid Christmas Break.
- Disability Insurance eligibility after one year (executive-level).
- Performance bonuses and compensation incentives after one year if Urban Triage has the financial resources.

DISCLAIMER

The job description has been designed to indicate the work's general nature and essential duties and responsibilities. It may not include every task or requirement, and duties and responsibilities may change at any time with or without notice.

COMPLIANCE REQUIREMENTS

This role requires strict adherence to all federal, state, and local guidelines regarding client confidentiality, HIPAA regulations, and company policies. Case Managers must comply with Urban Triage's Code of Conduct, Privacy Policies, and Data Security Protocols.

Acknowledgment and Signature

I acknowledge that I have received, read, and understand the Case Manager Policy for Urban Triage, Inc. I agree to comply with the responsibilities, guidelines, and compliance requirements outlined in the policy. I understand that failure to comply may result in disciplinary action, up to and including termination of employment.

Name (Printed): _____

Signature: _____ **Date:** _____