

Reengagement Center Coordinator

WORK SCHEDULE: Typical work hours are 40 hours per week, 9:00 AM - 6:00 PM, Monday through Friday, but alternative schedules may be assigned as required by the program.

POSITION SUMMARY: This position will be responsible for assisting with the on-going design and implementation of the Montgomery County Reengagement and Homeless Youth Drop-in Center, as part of the reengagement efforts of disconnected youth within the East County Opportunity Zone framework. The center is a collaborative of programs providing education, training, and employment services to young people ages 16-24 years old. In Montgomery County, over 8,000 young people are neither in school and/or are disconnected from employment. These young people need support to identify the right programs and services for them and assistance learning about and getting enrolled in these programs. The Reengagement Center Coordinator will lead the efforts of a collaborative team of local service delivery partners in the identification of young people disconnected from school/work and help them gain access to services/programming that best meets their needs within the space of the reengagement center.

In addition to serving disconnected youth, the Center will also serve as an entry point to the Montgomery County Housing Continuum of Care. Youth experiencing homelessness will be provided low barrier access to showers, laundry, and other basic necessities. Staff will work with youth to resolve their housing crisis through assessment and connection to housing support.

PRIMARY JOB DUTIES INCLUDE:

- Assist in the development and implementation of an accountability system for reengagement partners and efforts around the reengagement of disconnected youth. Ensure that the reengagement center is meeting critical goals and addressing barriers to success, including strategies related to outreach as well as partner relationships with community-based organizations and key agencies (e.g. youth-serving non-profits, law enforcement, probation officers, Housing Authorities, faith-based agencies, etc.).
- Develop relationships with the local school district and re-engagement partners to conduct outreach to youth who are dropped out of their schools or are at-risk of dropping out of school.
- Ensure continuous learning and improvement for partners and embrace and promote a collaborative environment.
- Collaborate with partners to identify and maintain an up-to-date inventory of education and employment programs as well as youth-specific housing programs in Montgomery County including basic eligibility/requirements and services using InfoMontgomery. Keep track/have access to the suite of tools that reengagement partners utilize.
- Receive and review regular reports and records (confidential and non-confidential) of all contacts with youth and other partners. Track the number of youth reached and the number of youth referred to services, and enrolled in services. Conduct basic analysis and report results to partners and funders.

- Have the ability to work with youth, staff, parents and guardians for the purpose of evaluating situations, solving problems, resolving conflicts, referring to appropriate professionals, and in general support youth throughout the reengagement process.
- Use social media platforms to promote the services of the Reengagement Center. Maintain the website (if we launch one) and post information/updates to social media outlets.
- Development and continued support of a youth advisory group consisting of a cross section of disconnected and homeless youth. The advisory group will play an integral role in program design.
- Act as the lead youth advocate and participate in the Montgomery County Coordinated Entry System of the Housing Continuum of Care.
- Other duties as assigned that support youth reengaging in educational and employment services.

QUALIFICATIONS:

1. Bachelors in social work, education, or related field required.
2. At least three years' experience in related employment. Experience with disconnected youth, housing and homelessness, youth outreach and engagement preferred. Experience requirement may be waived for candidates with personal knowledge of education and employment programs for youth/young adults.
3. Demonstrated ability to perform job duties listed above.
4. Demonstrated experience developing and maintaining effective working relations with a diverse population of youth, youth serving organizations, other staff and community-based organizations.
5. Demonstrated ability to work collaboratively with internal staff and external partners.
6. Demonstrated experience developing community outreach strategies.
7. Ability to effectively manage time to work on multiple tasks in high pressure/short deadline environment, and to adapt to changes in work load demand and priorities.
8. Highly organized with strong attention to detail.
9. Ability to supervise and support young adults and develop/maintain a team.
10. Strong interpersonal and human relations skills, including conflict resolution techniques.
11. Ability to work in stressful situations involving youth with barriers to success in education and employment.
12. Effective oral communication and interpersonal skills and the ability to work both independently and as part of a team.
13. Experience with using social media preferred.

14. Ability to communicate clearly and effectively with youth and partners from diverse cultural and socio-economic backgrounds.
15. Proficiency in the use of personal computers, with working knowledge of MS Word, Excel, Access, Outlook and the Internet.
16. Valid Driver's License.
17. Ability to pass a background check.