



# Youth Outreach Center Advocate

Volunteer or Internship Position Description

## *Position & Responsibilities*

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### **Role Summary**

The *NorthStar Youth Outreach Center* connects youth and young adults 13-24 of all genders (and their children) to a safe place to access basic needs. Open from 3 to 7pm Monday through Friday, youth can receive advocacy and safety planning, shower and laundry access, creative art spaces and a computer lab, and career and educational support. Youth Outreach Center Advocates provide individualized and comprehensive supportive services at the center.

### **Impact & Benefits**

- Make a difference in a young person's life by listening to and advocating for their needs
- Maintain a safe and empowering community as you provide support to youth, young adults, and children who have experienced homelessness, trauma, or violence

### **Position Responsibilities**

- Foster trusting relationships with young people to foster a safe and peaceful environment while maintain professional boundaries and confidentiality
- Follow agency guidelines as you interact with clients to identify their concerns and needs
- Communicate and collaborate within your team to provide coordinated services to clients

## *Qualifications & Expectations*

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### **Position Qualifications:**

- Have experience and enjoy working with youth and young adults
- Comfortable working under pressure, able to remain calm in response to difficult situations
- Excellent communication and people skills, including emotional stability, empathy, flexibility and patience, active listening skills and ability to understand and respond appropriately to client's needs
- Ability to work with diverse teams and clients to foster a culturally inclusive environment

### **Time Commitment & Availability**

- Minimum of a 150-hour commitment, including orientation/training
- Commit to at least one shift per week. Days and times of available shifts are Monday – Friday, 3:00 - 7:00 pm

### **Supervision & Training**

- Attend Tubman's five-part Volunteer/Intern Orientation and Training series
- Supervision provided by the Resource Counseling Advocate Coordinator

## *Organization*

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For 40 years, Tubman has been leading the way to hope for women, men, youth and families who have experienced relationship violence, sexual exploitation, addiction, mental health challenges or other trauma. We provide countless ways to help including safe shelter, legal services, mental and chemical health counseling, elder abuse resources, youth programs, community education and much more. [www.tubman.org](http://www.tubman.org)

We encourage applications from people of color, all genders, multilingual speakers, veterans and those who have disabilities.