

TRI-COUNTY INDEPENDENT LIVING, INC
POSITION DESCRIPTION
OUTREACH/VOLUNTEER/YOUTH COORDINATOR

As a federally-funded Independent Living Center, TCIL is mandated to be comprised primarily of people with disabilities. This mandate requires that at least 51% of the staff and Board of Directors be people with disabilities.

TCIL Philosophy: Individuals with disabilities are best able to determine their own needs and make their own service choices. Through role modeling and peer counseling, they become empowered to make changes in their lives becoming more self-sufficient and self-reliant.

Line of Authority/Supervision: Program Coordinator, Executive Director

Status: Full-Time, 40 hours/wk; Non-Exempt; may include monthly and occasional evenings and weekends

Benefits: Medical, dental, paid holidays, vacation; Sick leave

SUMMARY OF OUTREACH/VOLUNTEER/YOUTH COORDINATOR

POSITION:

The Outreach/Volunteer/Youth Coordinator is responsible for developing and implementing outreach activities and events and conducting public education, regarding disability issues, independent living services and TCIL and for promoting TCIL to the community. The O/V/Y Coordinator also maintains and updates the agency's digital properties, conducting TCIL's social media participation and recruits, trains and manages volunteers and manages volunteer database; and educates, empowers, serves and recruits youth with disabilities regarding disability-related issues, resources, advocacy, peer support and transitions as they go through the transition process from youth to adulthood.

Serves the cross-disability community in Humboldt, Del Norte and Trinity counties with a focus on serving un-served, underserved or under-represented people in the following disability communities: hearing, cognitive, visual, Asian-American, Latino, youth, LGBTQI and residents of inland areas.

Essential Duties and Responsibilities:

General Duties

1. In addition to serving all individuals with disabilities, focus on serving unserved, underserved or under-represented people in the following disability communities: hearing, cognitive, visual, Asian-American, Latino, youth, LGBTQI and residents of inland areas.
2. Maintain absolute client confidentiality absent a release or written waiver from the client. Show the ability to comprehend confidentiality issues and maintain the confidentiality within TCIL standards.
3. Collect required demographic information from callers and consumers and enter into agency database system; Prepare and submit statistical, training and narrative reports to Program Coordinator as directed.
4. Provide confidential, unbiased information and referral regarding 1) resources that may be beneficial to independence of persons with disabilities and 2) disability rights.
5. Participate in trainings, agency meetings, events, presentations, outreach, fund-raisers, etc.
6. Other duties as assigned. TCIL is a very small agency and requires all staff to be flexible, willing and available to do all tasks requested, whether identified in the position description as an essential duty or responsibility or not.
7. Perform all duties in accordance with agency's policies and procedures.

Outreach Specific Duties

1. Develop and implement outreach strategies to 1) educate community about disability and disability-related issues and rights and about TCIL services and 2) promote TCIL to the community
2. Conduct workshops, make presentations, submit media content, use media/social media, and information fairs and community events for disability outreach, education, advocacy and recruiting and promotion of TCIL.
3. Maintain and update agency's digital properties, i. e. agency website and Facebook page.

4. Develop, coordinate and lead training and workshops and develop and facilitate peer support groups, for youth with disabilities that promote principles of independent living and self-advocacy, including facilitation of public forums related to the services provided.

Volunteer Specific Duties

1. Recruit, train, manage and acknowledge volunteers.
2. Educate, train and support youth volunteerism.
3. Create and update TCIL volunteer database.
4. Identify, develop and track volunteer opportunities and projects within TCIL and the disability community, manage volunteer projects assigning volunteers as appropriate.
5. Represent TCIL at volunteer fairs, events, etc. to recruit volunteers.

Youth-Related Specific Duties

1. Conduct outreach and provide services to educate, encourage and empower youth with disabilities to engage in services, programs and events for youth with disabilities, including, but not limited to, those related to disability issues and rights, self-advocacy and peer support.
2. Coordinate and collaborate with teachers, parents, advocates, community members and community organizations and agencies to offer comprehensive, individualized services to youth with disabilities.
3. Assist clients who are youths seeking transition in determining appropriate actions for achieving their goals. Educate clients about current support programs, services, eligibility and referrals that will enhance their independence.
4. Help clients identify and develop all resources client is going to need to live on own – housing, IHSS, social supports, transportation, etc. Provide support to move client along the transition process. i.e help locate housing, obtain household goods, get IHSS as needed prior to the actual transition. Assist client locate and apply for benefits programs and resources to fund transitioning.
5. If client sets goal of employment, refer youth clients to employment assistance and resource opportunities such as DOR and Job Market.

6. Assist in developing leadership skills for youth, identify issues that impede independence for youth in the community, organize youth to take corrective action, develop mentoring, volunteer and self-advocacy skills to create social change.
7. Develop and maintain a database of networking opportunities for youth with disabilities.
8. Ensure program materials are age appropriate, in accessible formats and updated with the latest information.
9. Promote and provide opportunity for youth to participate in leadership skill training through group, community and statewide venues.
10. Participate in scheduling youth activities, facilities and volunteers as required. Ensure that a variety of activities are planned - including recreational, cultural and other activities, and attend these events, providing support and mentoring to youth.
11. Ensure activities promote IL Philosophy, self determination and self-advocacy and that youth have an opportunity for networking.
12. Plan and assist in organizing events that are youth led and youth driven, such as summits, community forums, training and leadership events.
13. Coordinate presentations with other organizations on subjects that promote positive behavior and promote positive approaches to problem solving.
14. Working with youth as they go through the transition process, providing guidance and hands on assistance, and in delivering programs to aid youth with disabilities as they transition from school to adult life. These responsibilities are to include promoting the consumer choice of transitioning into institutions of higher learning, the local work force or other options as indicated by the person.

15. Develop and implement youth materials and programs in a group environment.
16. Monitor and follow up with clients' progress. Regularly update client service records and case notes; maintain agency record keeping systems.
17. Educate clients about current support programs, services, eligibility and referrals that will enhance their independence.
18. Coordinate and collaborate with Independent Living (IL) Staff to assist clients who are youth to develop Independent Living Plans to promote transition out of school to adult life which may include the workforce, higher education and possible other activities of choice
19. Assist youth clients in creating and implementing Transition Plans (when appropriate) and establishing and reaching goals. Provide, or coordinate with ILS staff to provide, other direct client services including (but not limited to) mentoring, teaching core skills and self-advocacy.
20. Coordinate and collaborate with other agencies and programs serving youths with disabilities including, but not limited to, Redwood Coast Regional Center, Special Education Departments of local lower and upper education systems, Youth Rising, Yo Disabled and Proud, Redwood Community Action Agency Youth Programs, etc.

This job description does not list all the duties of the job. You may be asked to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description. TCIL has the right to revise this job description at any time. The job description is not a contract for employment.

Performance Standards

1. Effectively and timely performs functions and responsibilities with attention to detail, appropriateness, and accuracy.
2. Meets deadlines and commitments.
3. Prioritizes and accomplishes multiple tasks within time constraints.

4. Demonstrates initiative and creativity to anticipate and solve problems.
5. Complies with TCIL policies and procedures.
6. Demonstrates effective working relationships with staff, management and Board members.

QUALIFICATIONS AND EXPERIENCE REQUIRED:

1. High School Diploma or GED.
2. Minimum one year experience in community organizing, human services or working with youth or volunteers, or having been the primary person responsible for outreach events and activities. Associate or Bachelor degree in related field may be substituted for some experience.
3. Demonstrated knowledge of community resources, support services and referral systems for people with disabilities.
4. Possess excellent relationship-building skills.
5. General knowledge of Independent Living philosophy and IL core values of Inclusiveness, Flexibility, Person First, Accountability and Integrity, and sensitivity to disability-related issues.
6. Must have ability to develop, build and maintain effective relationships with other service providers, the community and stakeholders and know where to go to find assistance.
7. Effective, skillful communication (written & verbal) and ability to convey information effectively and clearly with a broad range of people from diverse backgrounds including ability to respond with patience, respect, objectivity and nonjudgmental attitude.
8. Proficiency with computer, database management, spreadsheet use (Excel), MS-Outlook, Word, internet search and social media and ability to learn new programs on an ongoing basis.
9. Experience using electronic communications including, but not limited to, the Internet, e-mail, texting, Facebook and fax.
10. Skilled in time management; excellent organizational and problem-solving skills, ability to work well independently.
11. Must be able to perform each essential duty satisfactorily.
12. Strong organizational, judgment, critical thinking and reasoning abilities and ability to develop advocacy strategies broken into manageable steps

13. The ability to listen to and understand information and ideas presented through spoken and written words in English and communicate effectively in English. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
14. Ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
15. Must have excellent interpersonal skills, possess a positive, cooperative, flexible attitude, accept new challenges positively, promote harmonious and collaborative working relationships, participate fully as a member of the working team and conducting oneself during agency business in a professional manner with respect for client rights, maintaining strict adherence to the independent living philosophy, are all essential.
16. Skilled in public speaking and demonstrate effective teaching skills.

DESIRED QUALIFICATIONS:

1. Young adult with personal experience with disability and with issues related to disability, Latino and/or Native-American cultures, LGBTQI, experience working with diverse individuals of multi-cultures and disabilities preferred.
2. Experience working with students, youth and/or adults with disabilities to achieve employment, independent living, and/or maximum self-reliance
3. Experience in social services, outreach, volunteer program management and/or volunteering
4. Bilingual in English/ASL; English/Spanish
5. Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
6. Knowledge of basic Social Security, Housing, Transportation, Medical and other benefits including SSI/SSDI; transition issues and barriers, ADA, Rehabilitation Act, Fair Housing Act and other disability law issues regarding rights, access, employment, discrimination, etc.;

Licensing/Certification:

Preferred possession of valid California Driver’s License. Must meet Agency Insurer’s qualifications for insurance coverage.

A background check is required for all positions with TCIL as a condition of employment and may include fingerprinting.

Essential Physical Requirements:

To adequately perform, with or without reasonable accommodation, the duties and responsibilities of this job, must be able to:

1. Sit for up to 8 hours/day with reasonable breaks
2. Perform light filing tasks
3. Perform with manual dexterity; lift (occasionally up to 30 pounds), sit, stand, bend, stoop
4. drive a vehicle and travel independently within the 3 county service area
5. Maintain emotional balance in the presence of stress. The emotional effort varies but can be challenging. The job entails interacting with persons with a variety of disabilities and a variety of communication and behavior styles. Some clients are facing crisis situations.

All positions subject to funding availability. Employment at TCIL is for no definite period of time and can be terminated with or without cause and with or without notice at any time and by either party. Tri-County Independent Living, Inc. is an equal opportunity employer. All persons having a disability, having personal experience with disability or committed to disability issues are highly encouraged to apply. Reasonable accommodations are provided upon request.

Approval by: _____
Board of Directors Secretary

11/16/2017
Date Approved

11/17/2017
Date Effective

I have received a copy of my position description and I understand that I can ask questions of my supervisor regarding this document.

Employee

Date