

REDWOOD COMMUNITY ACTION AGENCY
Youth Service Bureau Division
STREET OUTREACH PROGRAM ASSISTANT COORDINATOR (RAVEN Project)

POSITION PURPOSE

Under the supervision of the YSB Director or their designee, the Street Outreach Assistant Program Coordinator is responsible for providing support to the development and management of YSB's Street Outreach Project; including the hiring and supervision of all program staff, preparation of program progress report and coordinates services with other YSB programs. The position provides support and supervision to both street-based and drop-in services to youth, to assist youth in obtaining service, maintaining safety and transitioning youth off the streets.

ESSENTIAL JOB FUNCTIONS

Specific Tasks:

- Supervise program staff and volunteers; participate in evaluations and complete performance records; develop, implement and document weekly training for staff and additional trainings as needed.
- Coordinate/assist program schedules and provide supervision of drop-in, outreach and group activities.
- Inventory, research and order program supplies in accordance with RCAA policies.
- Maintain property and vehicle (inside and out) in clean, organized manner; provide range of services to youth, including shower facilities, clothing closet, hygiene supplies, food, employment and education information and assistance in obtaining medical care or other services.
- Build relationships that encourage youth to rebuild their lives and examine life choices.
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- Attend YSB or agency meetings as required, meet with other youth service providers and community organizations; attend quarterly ATODP and public health meetings. This involves public speaking.
- Develop collaborations with other community & public service organizations for the benefit of YSB clients.
- Develop and implement weekly 3-hour, in-service training for RAVEN staff.
- Provide training in communication; health education, working with youth and similar topics for other community agencies.
- Collaborate on written procedures or other materials to ensure efficient operation of the division; prepare, edit and produce program information.
- Provide guidance, crisis intervention and assessment for homeless youth.
- Other duties as assigned or necessary.

JOB REQUIREMENTS

Knowledge of and Experience With:

- General methods of social work practice, crisis intervention, street outreach, group facilitation and youth empowerment philosophy
- Knowledge of California laws pertaining to youth, issues facing homelessness, runaway, street youth and substance using youth
- Ability to operate Macintosh/PC computers and software
- Familiarity with non-profit funding sources, strategies and methods of non-profit management

Ability To:

- Conduct street outreach, including driving the Raven Project Outreach Vehicle
- Communicate clearly and efficiently, written and orally; and competent in English grammar, punctuation and spelling.

Street Outreach Assistant Program Coordinator (rev. 2026)

- Show strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms.
- Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate.
- Maintain a professional, confidential work environment.
- Establish and maintain personal and programmatic boundaries while providing support services.
- Communicate/relate with individuals of various cultures, ethnicity, philosophical views, background, income levels and communication skills
- Establish and maintain cooperative and effective relationships with YSB staff, agency staff, personnel of other agencies and service providers. Relate comfortably with youth on the street.
- Employ a team approach in a youth focused environment and respect the ideas and feelings of youth.
- Adapt with flexibility to innovative ideas and changing conditions
- Work effectively under pressure and with minimum supervision
- Work flexible hours, including evening and/or weekends
- Operate RAVEN Project outreach vehicle
- Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

MINIMUM QUALIFICATIONS

Required:

- BA in Social Work, Psychology or related field; experience and/or training that can be directly related to the required job responsibilities may be substituted for education on a year-for-year basis.
- One-year direct experience coordinating youth workers and/or youth programs.
- Experience with youth substance abuse; both traditional and experimental treatment/maintenance theories.
- Knowledge and experience in program coordination and administration.

Desired:

- Bilingual
- Personal experience with homelessness or street life

OTHER REQUIREMENTS

- Must have means and capacity to perform job related duties with personal vehicle, as will be required, and must have proof of current automobile insurance
- Possession of valid CA Driver's License with current DMV printout showing acceptable driving record
- Submit to fingerprinting for criminal record clearance and background checks with acceptable results
- Proof of required education and experience
- Valid First Aid and CPR certification or willingness/ability to be certified
- Home telephone or other effective means of communication

ESSENTIAL PHYSICAL ABILITIES

Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment

- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

PLEASE NOTE: This position is considered a “**safety-sensitive**” job and will be subject to RCAA’s “Substance / Alcohol Abuse” policy. This policy was/will be included in your new hire packet and is available from the Human Resources Department.

EXECUTIVE DIRECTOR

DATE

DIRECTOR OF HUMAN RESOURCES

DATE

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

I have read, understand and agree to perform the job functions as outlined above:

Employee Signature

Date
