



**California
Human Development**

A human services organization that creates paths opportunities for people in need to rise above barriers in their pursuit of better lives.

PROGRAM/DEPARTMENT: Farmworker Services LOCATION: Lodi	CHD is committed to implementation of an Affirmative Action Policy and the Americans with Disabilities Act in its recruitment, selection, and placement of all personnel. CHD is an Equal Opportunity Employer	
JOB DESCRIPTION TITLE: Youth Program Support Specialist	POSITION STATUS: Regular Full Time	FLSA STATUS: Non-Exempt
SALARY: Grade 6	PROGRAM HOURS: Monday – Friday, 8:00 am – 5:00 pm	

PROGRAM DESCRIPTION: California Human Development (CHD) is a private, non-profit, human services agency that provides a wide range of programs and services throughout Northern California. The Farmworker Program Youth Case Manager will recruit, enroll, and provide mentoring, tutoring, referrals and related services to in-school and out-of-school youth (between the ages of 16-21). Most of the targeted youth come are from migrant and seasonal agricultural worker families. The focus of the Farmworker Program Youth Program is to assist youth in their successful graduation from High School or attainment of a GED, and successful entry into college and/or employment.

SUMMARY: The purpose of the Youth Program Support Specialist position is to assist with the recruitment, certification and enrollment of qualified youth under the Workforce Investment Act guidelines and assist with overseeing the progress of the youth who are receiving educational, employment, and personal-development services from CHD and other agencies within the targeted County. The Youth Program Support Specialist will support Youth staff with coordinating necessary services for youth participants. This position provides a variety of support to enhance the educational and personal development skills of participants. The employee in this position will work out of the local CHD Office; however, services may be provided in various locations (i.e., schools, homes, community centers, etc.) The Youth Program Support Specialist will be responsible for supporting Youth staff to maintain a caseload of 30 non-or limited English speaking (Spanish/English) and/or special-needs participants; therefore, he/she must be bilingual (Spanish/English). This job requires a high degree of positive contact with many people including the participants themselves, tutors, mentors, educational professionals, social service representatives, employers and business representatives and other service providers. Follow-up services are provided to youth for a twelve month period after they are exited from the program. The Youth Program Support Specialist reports directly to the Youth Senior Case Manager and/or WorkNet Center Manager and receives limited supervision within a framework of standard policies and procedures.

ESSENTIAL RESPONSIBILITIES AND DUTIES: Under the supervision of the Youth Senior Case Manager, the Program Support Specialist will perform the following:

- A. Assist in planning and preparing workshops including sending out invitations to presenters and participants; preparing agenda and material to be presented; securing venue for workshop and purchasing student incentives as necessary.
- B. Document youth participation in workshops in automated case-management system.
- C. Compile and maintain reports of workshop attendance and share with case managers.
- D. Prepare application and enrollment forms according to program procedures.
- E. Assist in reviewing files for regular monitoring.
- F. Conduct follow up contacts and enter documentation in file.
- G. Assist with ordering and purchasing program supplies.
- H. Conduct pre-program orientations.
- I. Perform general office duties including typing, filing, photocopying, faxing and running errands as appropriate.
- J. Communicate with case managers to request and provide feedback on services needed and received.
- K. Maintain the ability to outreach to potential eligible youth.
- L. Recognizes confidential or sensitive material and acts accordingly.
- M. Possess a dedicated interest in serving disadvantaged people and possess a caring attitude towards fellow employees and clients served.
- N. Ability and desire to inspire, motivate and lead individuals. (Moved P and Q over from "Reasoning Ability")
- O. Actively participate in the safety program and provide meaningful suggestions for working safely.
- P. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

LANGUAGE:

- A. Ability to communicate effectively verbally and in writing with a wide variety of individuals and groups in English, Spanish and Urdu.
- B. Effectively with individuals and groups, including occasional public speaking.
- C. Ability to conduct effective public relations.
- D. Ability to read, analyze, and interpret general services contracts or governmental regulations in English, Spanish and Urdu.

MATHEMATICAL SKILLS:

- A. Ability to use arithmetic skills normally applied in this position.
- B. Ability to compute rates, ratios, and percentages.
- C. Create and interpret presentation charts and graphs.

REASONING ABILITY:

- A. Ability to maintain appropriate boundaries with clients/staff as defined by agency ethical codes. (I moved this up higher on the list, was previously letter D)
- B. Sufficient cognitive reasoning to perform complex transactions with a high degree of accuracy.
- C. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- D. Individual must be highly organized.
- E. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- F. Ability to solve problems and resolve conflicts effectively.
- G. Ability to maintain own psychological well-being.
- H. Ability to recognize and manage personal bias.

OTHER SKILLS: (Copied over from Youth Case Manager Description)

- I. Knowledge of barriers facing low income youth regarding education and employment.
- J. Basic computer programs (i.e., Microsoft Word and Excel, Internet, Outlook).
- K. Work evenings and/or weekends when necessary.
- L. Maintain good attendance and punctuality.

SUPERVISORY RESPONSIBILITIES:

NONE

QUALIFICATIONS:

EDUCATION:

High School Diploma or GED or equivalent experience.
Must be able to attend trainings as required by funding source.

EXPERIENCE:

Two years experience in a support role or equivalent.
Experience working with low income, youth and diverse populations.
Experience determining eligibility, enrollments and working in a supporting role.

WORKING CONDITIONS:

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This position requires:

- Frequently: Sitting, Walking, Seeing, Hearing, Speaking, Standing, and Carrying
- Occasionally: Stooping, Lift up to 40 lbs, Squatting, Kneeling, Bending, Pushing/Pulling
- Seldom: Climbing, Twisting

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

This is a fast paced environment and the noise level is usually moderate. The work environment represents typical conditions that an employee encounters while performing the essential functions of this job. May have exposure to hazardous conditions/materials.

CERTIFICATES, LICENSES:

- Valid California Driver's license.
- Proof of insurance on personal vehicle.
- Satisfactory DMV driving record.

ACCEPTANCE AND CERTIFICATION:

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of the **Program Support Specialist** job as outlined above.

Employee's Signature

Date

Supervisor's Signature

Date