



## Youth Advocate

**Job Title:** Youth Advocate  
**Reports To:** Program Coordinator- Anchor Point Youth Center  
**FLSA Status:** Exempt  
**Created On:** November 2024

### Position Summary:

Under the Supervision of the Program Coordinator- Anchor Point Youth Center or assigned designee, the Youth Advocate will be responsible for overseeing the day-to-day operations of the Anchor Point Youth Center, ensuring a safe and welcoming environment for all participants. The Youth Advocate must have a passion for supporting young people, strong interpersonal skills, and the ability to handle various scenarios with empathy and professionalism. This position includes monitoring the facility, conducting workshops, and engaging with youth participants to promote a sense of community and belonging.

### Essential Duties & Responsibilities include the following:

- Monitoring the physical premises of the Anchor Point Youth Center to ensure safety, security and compliance with facility policies and procedures.
- Greeting and engaging with youth participants as they arrive, fostering a friendly and welcoming atmosphere.
- Conducting an intake for all youth participants to capture crucial demographic information and identify areas of need.
- Building positive relationships with youth participants, serving as a mentor and resource for their needs.
- Conducting regular checks throughout the facility to ensure cleanliness, organization, and resource availability.
- Identifying and addressing any potential conflicts or issues among participants, utilizing conflict resolution skills to mediate when necessary.
- Assisting in maintaining accurate records of incidents, attendance, and participant feedback.
- Upholding a non-judgemental and inclusive approach to support youth from diverse backgrounds and experiences.
- Identifying appropriate community resources and services to refer participants.
- Preparing meals and care packages for participants.
- Utilizing a housing first, strengths-based, and trauma informed approach in all aspects of the position.
- Other duties as assigned.

### General Expectations and Responsibilities:

- Collaborate with community agencies, members, and organizations to become familiar with the services they offer.
- Maintain a professional and respectful disposition at all times.
- Deliver all services with a high level of customer focus and service in accordance with training,



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NPP policies and procedures, program requirements, and direction from leadership.

- Engage in active listening and use clear communication and verbal skills.
- Document all pertinent data and information regarding work with individuals, agencies, and other community members promptly in accordance with company requirements.
- Participate in organization planning.
- Attend staff meetings and trainings
- Attend community meetings as directed.
- Update shared calendar to reflect activities, meetings, and general schedule.
- Participate in special grant projects and other assigned duties as directed.

### **Supervisory Responsibilities:**

The Youth Advocate does not have any supervisory responsibilities.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Car Use:**

The position may require operating a company vehicle and/or personal vehicle to transport goods or personnel to various locations as needed. A valid driver's license and a clean driving record are essential for this role.

### **Education and/or Experience:**

Preferred: Associate Degree or higher

Required: High School Diploma or equivalent and 1 year of experience serving vulnerable and challenged individuals

### **Skills and Knowledge:**

- Excellent computer literacy and knowledge of Microsoft Suite, Google Docs, and Google Sheets.
- Ability to communicate effectively and courteously with families, staff, and community members.
- Knowledge of available community resources.
- Ability to handle multiple tasks and adhere to deadlines.
- Proven organizational and planning skills.
- Ability to work as part of a team and maintain flexibility around task assignments.
- Ability to establish, recognize, and adhere to appropriate professional boundaries.
- Proven in providing direct service to families with young children.

### **Other Requirements:**

- Valid Hawaii driver's license and no-fault car insurance.
- Resident of East Hawaii Community area preferred.
- Criminal Record and/or DHS-CWS background check



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- Participate in the upkeep of office and general cleanliness of workspace

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

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. This job's specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **Work Environment:**

The work environment characteristics described here represent those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually loud.

Neighborhood Place of Puna's Anchor Point Youth Center provides support to Transitional Aged Youth experiencing homelessness and other challenging circumstances. It is not uncommon to see, engage, or be confronted with the following: violence and threats of violence; profane, racist and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participants; nudity of service participants; people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to deal with these situations appropriately.