



Youth Services Assistant Position Description

Department: Housing Management
FLSA Status: Part-time, Non-Exempt
Reports To: Public Housing Portfolio Manager
Benefits: Partial

Description:

This is part-time work responsible for working directly with residents and service providers to assist with the coordination of youth service delivery that results in the enhancement of the social and economic well-being of youth residents. Assistants are charged with motivating and engaging youth residents in educational-type programs and activities. Primary attention will be two-fold: 1) to the identification of the youth resident needs and identifying providers and services to address the needs; and 2) to promote academic achievement through homework assistance, tutoring, computer literacy, educational field trips, reading programs, etc. Secondary attention will be given to arts, crafts and group sports/outings.

Duties:

ESSENTIAL DUTIES

The statements contained below reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance the workload.

An essential function is a duty or responsibility that is critical or a unique component of the job and is required to be performed with or without reasonable accommodations.

- Ensure the smooth operation of computer center and provide computer instruction to youth.
- Plan and implement innovative activities for youth living in assigned PCHA community(ies).
- Assist in the development of youth program goals and objectives.
- Establish positive working relationships and partnerships with service providers to ensure a continuum of available services.
- Coordinate and/or provide transportation for off-site youth activities as needed.
- Maintain records documenting and tracking both youth resident and provider activity.
- Track youth grades and formulates ideas for grade level improvement.
- Assist with grant writing and identifying grants that provide youth services.
- Perform research and resource identification.
- Plan educational, cultural and other field trips and accompany youth group on the trips. These trips may occur during evening and/or weekend hours.
- Prepare program, site and grant related reports as required. Department reports will be required monthly, quarterly, semiannual and annually.

CORE COMPETENCIES

The following personal attributes are considered essential requisites for effective performance in this position:

- **Problem Solving Expertise:** Identifying and defining problems/goals including scope and sequence of priorities for attainment; selecting and implementing alternative solution strategies; and supervising resources, constraints, and contingencies.
- **Positive Thinking & Attitude:** Maintains a positive work environment by creating job motivation, remaining enthusiastic about taking challenges, demonstrating an “I care” attitude, approaching others in a pleasant, happy, upbeat manner, and always finding the positive aspect of a negative situation; ability to resolve conflict in positive ways.
- **Communicates Effectively:** Presents ideas and influentially through various means; identifies/shares important information in a timely manner; appears knowledgeable and confident in communicating information.
- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or extra effort to get the job done; available and presentable for work on a consistent and timely basis.
- **Organization:** Develops plans to achieve objectives by identifying resources needed, time allocations, and anticipated obstacles; utilizes planning tools and methods for prioritizing, organizing and following through.

Qualifications

MINIMUM REQUIREMENTS

- Graduation from a standard high school or possession of a GED certificate.
- Experience working with youth and tutoring.
- Any combination of experience and training would likely provide the required knowledge and abilities are qualifying.
- Excellent written, communication and organizational skills.
- Must be bondable, have a good driving record, and must pass a Level 2 clearance.
- Florida Class “E” driver’s license and be insurable by PCHAs liability and fleet insurance carrier.

QUALIFICATION PROCEDURES

Applications will be reviewed for relevant experience, education and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral or performance examinations. Responses to supplemental questions are required if applicable.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Pertinent youth services and community resources.
- Business English, spelling, mathematics, and vocabulary.
- Basic office equipment, including computer, fax, telephone, copier, etc.
- Organizations and agencies in the area that provide services utilized by clients.
- Principles of communication.

Ability to:

- Counsel with low income families regarding self-sufficiency, planning, and follow-through.
- Maintain a calm composure when dealing with children and adults.
- Understand and follow oral and written instructions
- Establish and maintain effective working relationships with the public, residents, and other employees
- Interact with clients and agencies in obtaining and providing information in a polite and efficient manner, both in person, and on the telephone
- Use sound judgment in order to make decisions in accordance with established procedures and guidelines

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Office environment.
- Driving a vehicle to conduct work.
- Work Monday – Friday; some overtime and weekends may be required, hours to be determined.
- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read a variety of materials and to drive.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Operate mailing and other equipment.
- Contact with dissatisfied or abusive individuals.

ADA STATEMENT

In compliance with the Americans with Disabilities Act, the Pinellas County Housing Authority will make reasonable accommodations to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an “undue hardship” on the operation of the employer’s business.

ETHICS

As a governmentally funded agency, PCHA is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism and honesty, to merit the respect of co-workers, clients, partners, vendors and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.

PCHA is an Equal Opportunity Employer. **To apply, please send your resume to Human Resources via email, employment@pinellashousing.com or via fax at (727) 489-0779.**