



The Kitchen, Inc.

Job Title: Youth Services Center Support	Department: Compliance & Programs	Supervisor: Coordinator Youth Services
Supervisory Responsibility: No	FLSA Status: Non-Exempt	Employment Type: Full-time, In-person

Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

Position Summary:

The Youth Services Center Support is responsible for greeting and interacting with all clients, donors, any other visitors in-person to and/or calling Rare Breed in a professional manner and ensuring proper documentation is maintained as required by policy and procedures. The position is responsible for focusing on our mission.

Major Areas of Responsibility:

- Ensure that the first impression of anyone coming to, or calling, Rare Breed as a professional organization and reflects positively upon The Kitchen, Inc.
- Monitoring who is always in the building and ensure that the appropriate documentation is maintained to provide accurate counts of who is there on a daily basis.
- Address the safety and well-being of employees, participants, and volunteers by ensuring appropriate policies and procedures are followed. Notify the Youth Services Coordinator immediately of any concerns.
- Collaborate with all team members to ensure the overall mission and philosophy of The Kitchen, Inc. is maintained.
- Maintain the safety of youth and staff by remaining alert to concerning behaviors in Rare Breed and addressing behaviors before they escalate.
- Other duties as assigned.

Specific Job Responsibilities:

- Responsible for following The Kitchen, Inc.'s policies and procedures along with specific program guidelines.
- Represent The Kitchen, Inc. and our mission in a professional manner while interacting with team members, participants, volunteers, partner agencies, and the community as a whole.
- Maintain a clean and organized work location and a safe manner that models expectations for participants and represents The Kitchen, Inc. in a positive manner.
- Track inventory of youth-related items and communicates needs to the Youth Services Coordinator or the Community Development Coordinator
- Check with the Youth Services Coordinator or the Community Development Coordinator before allowing unknown or unscheduled individuals or groups to interact with youth.
- Track inventory of office and building-related items and communicates needs to the Youth Services Coordinator
- Maintain the appropriate documentation to track all youth, volunteers (including groups), donors, tours, visiting agencies, group presenters and anyone else that enters Rare Breed.
- Manages the collection, processing, and reporting of youth data to the Youth Services Coordinator
- Check new youth against the Missouri State Highway Patrol Sex Offender Registry as well as the National Sex Offender Registry



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- Check the Missing and Exploited Persons registry as well as notify staff of potential missing youth with description or picture when possible.
- Check local mugshots and Springfield Police Department Media Report to assist in tracking youth behaviors for Case Management and safety
- Maintain online calendars for scheduled volunteers, groups, dinner groups and presentations following approved procedures.
- Oversee the dinner calendar and communicate with the Community Development Coordinator and the Youth Services Coordinator to ensure that all gaps are filled.
- Maintain appropriate documentation following current policies and procedures.
- Meet with your Coordinator on a regular basis to discuss job performance, client concerns, and discuss and questions or concerns.
- Attend all team meetings and trainings or obtain approval from your Coordinator or meeting organizer to schedule a time to review information discussed.
- Be a point of contact for Law Enforcement, Children's Division, and other governmental agencies when the Youth Services Coordinator is not present.
- Receive, manage, and distribute mail in accordance with The Kitchen, Inc's policy, state law, and federal law.
- Be knowledgeable of and utilize best practices recognized by The Kitchen, Inc.
- Ensure professional boundaries are always established and maintained with participants.
- Ensure and maintain confidentiality of staff, participants, donors at all times.
- Abide by Mandated Reporting of Abuse and Neglect Guidelines.
- Assist Youth Services Coordinator as needed

Duties and Roles with:

- Volunteers
 - Orient and show new volunteers to and around the center.
 - Obtain signed copies of volunteer forms.
 - Submit monthly volunteer log and forms to the Community Development Coordinator
- Donors
 - Oversee large donations and photograph, if necessary.
 - Communicate with the Community Development Coordinator and the Youth Services Coordinator when large monetary donations are scheduled to arrive.
- Youth Participants
 - Identify youth needs and assist in basic services available in the center.
 - Assist in identifying youth in crisis, provide de-escalation, and obtain information to relay to Case Manager(s) when available.
 - Complete One Sheets when referrals are made without case management contact.

Job Requirements:

Education and Experience:

- High school diploma or general education degree (GED)
- Minimum of two years work experience that involves relateable or transferrable experience and skills.
- Background in social services is preferable.



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Abilities and Competencies:

- Job Knowledge – Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; displays understanding of how job relates to others.
- Strong Desire for Continuous Learning – Seeks feedback to improve performance.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization’s goals, values, and mission.
- Compassion - Understanding of and compassion for homeless and disadvantaged persons.
- Confidentiality - Demonstrate understanding and ability to maintain confidentiality in all settings.
- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.
- Adaptability – Adapts to changes in the work environment; manages competing demands.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.
- Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions.
- Excellent organizational and time management skills

Other

- Must pass background check and pre-employment drug screen.
- Peer Support Certification preferred
- Must complete Food Handlers Safety Training through Ozarks Food Harvest within 30 days of hire date.
- Must complete Mandated Reporter Training within 30 days of hire date.

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 speak and hear via the phone or in person.
- Frequently required to stand; walk; reach with hands and arms.
- Often required to sit for long periods and use hands to finger, handle, or feel.
- Occasionally climb or balance and stoop, kneel, crouch, or crawl.
- Occasionally lift and/or move up to 10 pounds.
- Specific vision abilities include close vision, and regular use of computer monitor.

Signature

Print Name

Date