

NorthStar Youth Outreach Advocate

Volunteer Position Description



Position & Responsibilities

Role Summary

Advocates at Tubman's *NorthStar Youth Outreach Center* at the Maplewood Mall connect youth and young adults ages 10-24 of all genders (and their children, if parenting) to basic needs and resources. Youth receive a range of services including individual advocacy, safety planning, and connection to resources at Tubman and partner agencies. Volunteers provide comprehensive support services, assisting with the use of a computer lab and laundry and accessing clothing and food.

Impact & Benefits

- Make a difference in a young person's life by listening and providing advocacy
- Maintain a safe and empowering space by providing support to youth, young adults, and children who have experienced or are at risk of homelessness, violence, and trauma

Position Responsibilities

- Provide support in a strength-based, person-centered, and trauma-informed manner
- Understand and share information about Tubman and other community resources
- Foster trusting relationships with young people to create a safe and welcoming environment
- Follow Tubman guidelines, professional boundaries, and confidentiality as you interact with clients to identify their needs and strengths
- Communicate with supervisor and team as appropriate to best serve clients

Qualifications & Expectations

Position Qualifications:

- Strong communication and interpersonal skills and ability to quickly engage and build trust
- Ability to respond calmly and respectfully in difficult and unexpected situations
- Ability to work with diverse teams and clients to foster a culturally inclusive environment that values people's identities and multiple dimensions of diversity and experience
- Flexible, patient, and able to identify and build on strengths
- Experience in effective de-escalation, crisis intervention, or customer service
- Previous experience with diverse youth and young adults who have experienced trauma preferred
- Volunteers ages 16 on up are welcome to get involved in this intergenerational program

Time Commitment & Availability

- Minimum of one shift a week for nine months preferred
- Shifts are Tuesdays, Wednesdays, and Thursdays, 1:00 – 4:30 or 4:30 – 8:00 pm, and Fridays 1:00 – 5:00 pm

Supervision & Training

- Attend Tubman's Agency Orientation (in-person Saturday training), on-site orientation at NorthStar Youth Outreach Center, and webinar/training materials provided by supervisor
- Supervision provided by the NorthStar Youth Outreach Manager

Organization

Tubman offers safety, hope, and healing to people of all ages, genders, and cultural backgrounds who are facing relationship violence, sexual assault, exploitation, homelessness, addiction, mental health

Black, Indigenous, and people of color, multilingual speakers, people of all gender identities, people with disabilities, and veterans are all encouraged to apply.

challenges, or other forms of trauma. We provide safe shelter and housing, legal services, mental and chemical health services, youth programs, and more.

www.tubman.org



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