

# Youth Outreach Center Volunteer

Volunteer Position Description



## *Position & Responsibilities*

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### **Role Summary**

Tubman's *North Star Youth Outreach Center* connects youth and young adults 13-24 of all genders (and their children, if parenting) to basic needs and resources. Youth are able to receive a range of services including 1:1 advocacy, safety planning, and connections to resources provided by Tubman and partner agencies. Volunteers provide customized and comprehensive support services, including a computer lab, shower, laundry, clothing, food, creative art, recreation, and meditation spaces.

### **Impact & Benefits**

- Make a difference in a young person's life by recognizing their strengths and providing advocacy on their behalf
- Maintain a safe and empowering community by providing support to youth, young adults, and children who have experienced or are at risk of homelessness, violence, and trauma
- Connect youth and young adults to Tubman resources and services

### **Position Responsibilities**

- Have knowledge of Tubman's range of resources, services, and partnerships
- Foster trusting relationships with young people to create a safe and peaceful environment while maintaining professional boundaries and confidentiality
- Follow agency guidelines as you interact with clients to identify their needs and strengths
- Communicate and collaborate to provide coordinated services to clients

## *Qualifications & Expectations*

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### **Position Qualifications:**

- Previous relevant experience and enjoy working with youth and young adults
- Comfort working under pressure, able to remain calm in response to difficult situations
- Strong communication and people skills, including respect for diverse backgrounds and cultures, empathy, flexibility, patience, quickly engaging with people, and the ability to build on strengths
- Interest and attentiveness to fostering a culturally inclusive environment

### **Time Commitment & Availability**

- One 4-hour shift a week for a minimum of nine months preferred  
Days and times of available shifts are as follows:
  - ♣ **Maplewood Mall:** Monday, Wednesday, Friday 8:00 am-12:00 pm and 3:00-7:00 pm, and Saturdays 10:00 am-1:00 pm and 1:00-4:00 pm
  - ♣ **Tubman East (Maplewood):** 3:00 -7:00 pm Mondays through Fridays
- Attend monthly NorthStar volunteer team meetings and check-ins with supervisor

### **Supervision & Training**

- Attend Tubman's five-part Volunteer/Intern Orientation and Training series
- Supervision provided by the Program Administrator

## *Organization*

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For 40 years, Tubman has been leading the way to hope for women, men, youth and families who have experienced relationship violence, sexual exploitation, addiction, mental health challenges or other trauma. We provide countless ways to help including safe shelter, legal services, mental and chemical health counseling, elder abuse resources, youth programs, community education and much more. [www.tubman.org](http://www.tubman.org)

We encourage applications from people of color, all genders, multilingual speakers, veterans and those who have disabilities.