



P.O. Box 431038, Los Angeles, CA 90043 323-786-2413 www.thesoh.org

Problem Solving Coach - South Bay

Pay: \$17 - \$20/hr, commensurate with experience

Full time 9:30 am – 6 pm (some evening and weekend hours)

Organization: Sanctuary of Hope (SOH) is a nonprofit that provides education and housing stabilization services to Transitional Age Youth (TAY), ages 16-25, who are homeless, foster care/probation, at-risk, or low-income in South Los Angeles and the South Bay. SOH helps youth and young adults build self-reliance by helping them overcome poverty, trauma, low educational achievement, unemployment, and lack of well-being.

Summary: The Problem-Solving Coach aids youth and young adults in Problem-Solving (also known as "Diversion" or "Rapid Resolution"). Problem-Solving is a crisis response philosophy and approach focused on supporting youth and young adults experiencing a housing crisis to quickly identify and access alternative housing resources outside of the homeless crisis response system. Problem-Solving supports youth and young adults in crisis to identify viable temporary or permanent housing resources within their own networks or resources, such as family or friends. In some cases, and as a last resort, limited and one-time financial assistance to enhance youth's success in rapidly connecting to alternative temporary or permanent housing.

Duties and Responsibilities:

- Meet each youth and learn about their dynamics, communication style, and cultural factors
- Ask open ended and difficult/personal questions
- Utilize active listening and motivational interviewing with youth
- Identify safety or health issues that may need to be considered during identification of housing
- Find options outside the homeless services system regardless of time homelessness, family size, mental health or substance abuse issues, etc.
- Provide mediation between households and property owners/family/friends to assist in resolving housing crisis
- Partner with legal service providers to resolve housing crisis
- Provide support to participants in the field
- Acquire resources and make successful referrals, including effective follow up to ensure the youth was able to access the resource
- Negotiate terms of agreements between youth and host, i.e. actively seek employment, attend to medical/mental health/substance abuse issues, complete household chores weekly, etc.
- Collect information and data for evaluation to support service delivery and activities
- Adhere to all confidentiality and HIPAA requirements
- Other duties as assigned

Education: BA in human services field

Qualifications:



P.O. Box 431038, Los Angeles, CA 90043 323-786-2413 www.thesoh.org

- Demonstrated experience in working with at-promise youth to reach their housing, employment, or education goals
- Proficient in Microsoft Office applications
- Excellent written and oral communication. Proficient in math.
- Demonstrated experience in one or more of the following areas: mental health, chemical dependency, emotional/behavioral special education, at-promise youth issues
- Demonstrated knowledge of and ability to work effectively with youth with a variety of identities, cultures, and backgrounds including ethnic/racial minorities and LGBTQ youth
- Knowledge of Trauma-Informed Care and Practices and Positive Youth Development, a plus
- Ability to pass drug screening
- Ability to work collaboratively, but independently
- Ability to pass a criminal and child abuse index background check as well as receive clearance.
- Reliable transportation and clean DMV record

Certificates, Licenses, Registrations:

- Valid California Driver's License and proof of auto insurance
- Adult CPR & Basic First Aid
- TB Test Clearance

Position is grant funded; in addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Sanctuary of Hope.

Sanctuary of Hope provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex, age, physical or mental disability, veteran status or other protected classification.

To apply send cover letter and resume to recruitment@thesoh.org