



**DRUM Healthy Families, Inc.**  
**2100 Eutaw Place | Baltimore, Maryland 21217**

☎(410) 225-3555 | ☎(410) 225-3375 | [www.drumhealthyfamilies.org](http://www.drumhealthyfamilies.org)

**DRUM Healthy Families, Inc.**  
**Opportunity Youth Coach Job Description**

Job title: Opportunity Youth Coach (OYC)  
Salary Range: \$34,000.00-\$38,000.00  
Location: DRUM Healthy Families, Inc. 2100 Eutaw Place  
serving Druid Heights, Rosemont, Reservoir Hill, Upton, Mondawmin and  
designated Northeast Baltimore Communities.

City: Baltimore  
Shift: Day 9 am – 5:30 pm (Some late nights & Saturdays, as necessary)  
Reports to: Clinical Supervisor  
Prepared By: Program Director  
Approved By: Executive Director

**Summary:**

Under direct and minimal daily supervision of the Clinical Supervisor, The Opportunity Youth Coach (OYC) will optimize the home environment while leveraging community resources to form strategic partnerships that positively impact the physical, mental and emotional well-being of youth who are at-risk for adverse life course outcomes. The Opportunity Youth Coach will investigate resources in efforts to foster trusting client/coach relationships. The OYC will assist in strengthening coping, interpersonal and workforce skills while supporting the youth in creating a circle of security. The OYC will partner in securing gainful employment/training and personal development opportunities for clients. The Opportunity Youth Coach will work with individual clients as well as facilitate youth groups.

The Opportunity Youth Coach is responsible for securing workforce development, life skill services, and follow-up supports to participants referred from the Baltimore City Healthy Families America Home Visiting Programs, Baltimore City Health Department and Family League Partnerships. The Opportunity Youth Coach provides targeted support to include: vocational activities, goal planning, Individual Plan (IP) Goals, referrals, and community linkages to ensure access and service attainment.

**Internal/External Customer Contacts:**

Multidisciplinary staff, medical providers, DRUM Healthy Families (DRUM HF) Advisory Board, clients and their families, consultants, regulatory agencies, Allied agencies, and the general public.



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**Essential Duties and Responsibilities include the following. Other duties may be assigned.**

Understands and effectively implements Job coaching supports while partnering with the assigned home visiting agency to facilitate youth goals and targeted program outcomes.

- Provides planned in-home agency and offsite visits/meetings with assigned Youth.
- Actively participates in recruitment efforts of DRU/M HF.
- Contributes to the total team of DRU/M HF efforts. Presents at staff group meetings and DRU/M Core meetings, as required.
- Develops a trusting relationship with over-burdened youth and their families utilizing communication skills that promotes growth and greater independence of assigned Opportunity Youth case load.
- Facilitates the development of Service Support Plan and monitors the progress toward achievement of personal development, life skills, effective communication, and the dynamics of early childhood trauma as it effects mindfulness in parenting as well as youth and maternal outcomes.
- Completes comprehensive needs assessments to include life skills assessments, makes recommendations, and navigates referrals accordingly.
- In conjunction with the Supervisor and DRUM HFBC service team, completes all required documentation including goal plan, three and six-month reviews, weekly home visitation and tele contacts, and notes for all assigned families in a timely fashion.
- Provides advocacy and support when needed by ensuring that all client rights are protected. Maintains ethical and competent client relationships and delivery of services.
- Has familiarity with and acquired knowledge of community resources and uses this knowledge appropriately to meet the needs of client.
- Refers families to other support services as needed such as medical evaluation and treatment, social services, and employment services. Assists clients with paperwork necessary for programs such as employment applications, medical, or financial assistance.
- Makes referrals and linkages to appropriate agencies and provides timely follow-up as needed.
- Meets weekly for supervision (both group and individual) to evaluate family status.
- Works at establishing a good rapport and cooperative working relationship with supervisor, others in positions of authority, and all other staff.
- Completes 160 hours of training within the first 6 months of hire.
- Maintains current CPR and First Aid Certification.



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- Assists with the implementation of and participation in special events/activities as required.
- Provides creative outreach to youth that are not immediately engaged in youth services. This regular communication also provides a means of relieving any stress experienced by the OYC.
- Completes all required documentation in a timely fashion including quarterly summaries, intake and provision forms, and weekly notes for all assigned families. Prepares a success story for one the families being serviced monthly according to criteria developed by the program's management team.
- Refers to appropriate sources to get additional resources as needed. Shares information on newly discovered resources with supervisor.
- Provides timely follow-up as needed after making referrals and linkages to appropriate agencies and resources.
- Meets weekly for formal individual supervision to evaluate the status of families being supported. Participates regularly in group team meetings with Opportunity Youth, data processor, and supervisors/program manager to evaluate family status and for staff development.
- Contributes to the total team of DRUM HF efforts. Presents at staff group meetings and DRUM Core meetings as required.

### **Requirements:**

#### **EDUCATION and EXPERIENCE:**

- High School Diploma or its equivalent
- Maturity and experience (at least 1 year) in successfully working with older adolescents and their families.
- **Successful completion of Healthy Families America Core Training** within 6 months of employment.
- Obtains and utilizes as necessary knowledge of substance abuse and domestic violence, and its effect on families.
- Demonstrates ability to work effectively with people.  
Must have experience with case management of at risk or adjudicated.  
Experience in behavior management, crisis intervention, trauma informed.

#### **Language Skills**

- Ability to read and interpret documents such as safety rules, and procedural manuals. Ability to document reports clearly and professionally.



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### **SKILLS and COMPETENCIES**

- Excellent written and verbal communicant skills
- Ability to demonstrate professional attitude and composure in all communications.
- Ability to exhibit good judgment and sound reasoning.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to work autonomously and with a flexible schedule.
- Strong problem-solving skills are necessary for successfully accomplishing program outcomes.
- Proficient in Microsoft Office, Microsoft Outlook 360, and web browsing.
- Willingness to take annual health assessment to include tuberculosis testing and criminal background screen as position requires on-going interaction in programs.
- Possess a full, valid, local driver's license and maintain a clean driving record.
- Has obtained basic problem-solving skills.
- Has ability to follow written and verbal directions.
- Demonstrates intermediate skills in supporting families through stressful events with minimal supervision from supervisor.
  
- Demonstrates the ability to obtain skill in crisis intervention, teaching, and creative listening.
- Has demonstrated the ability to recognize when to seek supervisory input (i.e. crisis intervention, family crisis).
- Has ability to follow written and verbal directions.
- Demonstrates intermediate skills in supporting families through stressful events with minimal supervision

### **Certificates, licenses, regulations**

- CPR and First Aid certification upon first six months of hire.

### **Physical Demands**

- Moderate physical effort with occasional prolonged standing, walking and occasional reaching, lifting, stooping, bending, kneeling, and/or crouching.



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- Frequently lifts and carries children weighing up to 25 lbs.
- Must be able to make an average of 4 home visits per day and have access to reliable transportation.
- Must maintain assigned cell phone to assist with emergency situations.

### **Work Environment**

- Maintains a variety of environmental contacts related to home visitation and community outreach
- Works independently and in groups, often in a stressful environment.
- Manages flexible scheduling, and is available to families “after regular working hours” as required to accommodate client schedules.
- Must be comfortable in long-term supportive relationships, and is able to understand and maintain program boundaries.

### **Organizational Ethics and Responsibilities**

- Maintains a schedule of 40 hours per week; hours may be in evening or on a Saturday, according to the needs of the families.
- Maintains an appropriate professional appearance.
- Adheres to DRUM HFBC and Healthy Families America policies and procedures; reflects mission and values in personal performance.
- Respects participant rights; maintains privacy and confidentiality.
- Models strength-based and family-centered problem solving.

### **Continuous Quality Improvement**

It is the responsibility of all employees to learn to utilize continuous quality improvement principles in their daily work. All employees are responsible for carrying out the mission of DRU/Mondawmin Healthy Families Maryland by understanding each individual; treating each client, staff member, and community member in a dignified manner, with respect, kindness, and understanding; and subscribing to the organization’s commitment to quality and service.