Initiative Description

The Roadmap to Peace Initiative (RTP) is the collective effort of community stakeholders to address the needs of underserved Latinx youth vulnerable to street violence, justice-involvement, and disconnected from learning opportunities. RTP is a community-based solution inspired and informed by decades of community prevention and cultural affirming strategies that work to heal Latinx youth and families. Grounded in a collective impact approach, Roadmap to Peace brings together diverse stakeholders to build community, remove barriers through policy change, and foster a comprehensive social support network for youth.

This initiative aspires to break the cycle of violence by engaging youth in healthy and healing relationships. RTP is committed to improving the social, economic health and safety outcomes of our most vulnerable Latin@ youth ages 13-24, in and from San Francisco.

Job Description

The Service Coordinator, under the direction of the RTP Initiative Director, is responsible for the development, coordination, implementation, and management of a comprehensive, holistic social support network for Latinx youth/young adults’ in-risk referred to as the Service Network.

The Service Coordinator builds and coordinates a diverse network of strategic partnerships ready timely to support youth/young adults with multiple service needs in becoming more resilient and achieving positive outcomes in the four areas of the Healing Wheel - healthy living, self-sufficiency, community connections, and life-long learning.

The Service Coordinator ensures service partner’s work together to integrate care and facilitate the most appropriated delivery of services in a consistent and high-quality manner through a seamless service delivery system and a common set of standards of care. The Service Connector leads, with input from Initiative Director and service partners, the research and development of policies, protocols, agreements, and procedures necessary to support collaboration and coordination among partners to enhance a holistic and cultural response to participant needs. The Service Connector is an integral part of a core staff team and works collaboratively with the team to achieve initiative vision, goals, and outcomes.

Also, the Service Connector will assist the Initiative Director, in deepening our collective knowledge of promising and best practices around integrated service models so that we can drive high impact work and achieve our outcomes. The RTP collective pays specific attention to community-based, culturally affirming, peace initiatives, restorative justice, healing-centered and trauma-informed frameworks.

Essential Job Duties are, but not limited to the following

Program Development & Management

- Lead, under the direction of the RTP Initiative Director, the development of the RTP service network strategy- a comprehensive, holistic social support network for Latinx youth/young adults;

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• Create new and revise current systems, policies, processes to facilitate service coordination such as shared referral, intake, assessment, care plan, service tracking, data entry, communication, etc., to ensure youth are moving through a continuum of RTP services and community connections;

**Coordination & Capacity Building**

• Directly oversees the Service Network and service coordination among RTP initiative partners, both funded and leveraged to ensure collective impact.
• Manage all incoming participant referrals, eligibility screening, service assignment, and waitlist and maintain coordination tracking systems and processes.
• Align service network partners around a common approach, processes, practices, quality standards, and tools for coordinated care as outlined in the *RTP Care Management Manual*;
• Serve as liaison to service partners and work to identify gaps in services and develop solutions to reduce barriers to collaboration by providing technical support and troubleshooting as necessary;
• Lead and coordinate professional development, capacity building, and learning opportunities among RTP initiative partners;

**Partnership Building & Community Engagement**

• Build a diverse network of strategic partnerships ready timely to support youth/young adults with multiple needs;
• Explore new and expand current partnerships that can address identified emerging participant needs and service network gaps;
• Develop and implement a comprehensive outreach plan and recruitment efforts to reach our target population and engage them in services;

**Program Evaluation & Reporting**

• Support the Initiative Director, Community Builder/Planner, and service partners to develop and establish process and outcome evaluation frameworks, methods, and implementation plans for the service sector areas;
• Assist in the data collection, tracking, and reporting of partner data relating to client outcomes and outputs;
• Report and manage service sector data and produce monthly reports and presentations for various internal and external purposes
• Moreover, other duties, to accommodate programming needs

**Required Skills:**

• Considerable knowledge of criminal justice systems, economic, social and health-related trends impacting Latinos and Latinx TAY citywide and across the state/country;
• Knowledge and experience working with a diversity of Latino youth who have difficulty accessing social services due to multiple barriers
• Knowledge of specific service needs, perspectives, and lifestyle patterns of in risk youth impacted by community violence
• Knowledgeable on restorative justice and resiliency theory and practice, along with trauma-informed theory and healing-centered frameworks
• Project management experience, including demonstrated experience with program planning, policy development, and coordination of collaborative projects providing wrap-around services with various agencies
• Detail orientated with excellent organizational and time management skills
• Excellent written and oral communication skills, including public speaking
• Strong facilitation and consensus building skills
• Ability to work tactfully and effectively with representatives of city agencies, community-based organizations and the community at large.
- Strong system and critical thinker and creative problem solver
- Excellent computer skills required: Microsoft Office, familiarity with databases, other presentation and project management platforms a plus
- Able to work independently and as a dependable, proactive, collaborative team player
- Level headed and work well under pressure
- Takes the initiative, self-motivated, growth-oriented, out of the box thinker
- Flexible, comfortable with ambiguity, fast learner

**Preferred Skills:**
- Familiar with local, state and national debates and initiatives addressing Health Inequities, Youth Development, Social Justice, and Restorative Justice among marginalized and underserved populations
- Bilingual in Spanish and English/ Bi-cultural (Latino/other) encouraged
- 3-5 years’ experience in planning and implementation of violence prevention/peacebuilding initiatives or equivalent collaborative.
- Familiar with Latinx community in and around the San Francisco/Bay Area

**Education, Certification, and Licenses**
Bachelors in social services or related field
Must pass Department of Justice Fingerprint screening
Annual TB test

**Compensation and Benefits:**
Salary and classification are determined on formal education and relative work experience. This is a full-time, exempt position: Service Coordinator I salary is $60,000.00 to $65,000.00; Service Coordinator II salary is $65,000.00 to $70,000.00.

All full-time positions are based on a minimum of (35) thirty-five hours per week, this position is eligible to participate in medical, dental, vision, and 403(b) plans, earn vacation, sick leave, paid holidays, and receive on-going opportunities for learning.

**Physical Demands:**
The physical demands described here are representative of that which an employee encounters while performing the essential functions of this job. Reasonable accommodations can be made to enable individuals with disabilities to perform vital functions.

- Good general health, physical stamina, and emotional stability are essential
- Ability to hear with normal range and communicate effectively in person or via telephone in a manner which can be understood by those with whom the person is speaking too, including a diverse population
- Ability to move quickly to address emergency or potentially dangerous situations
- Requires physical ability remain seated at a desk for long periods
- Manual dexterity to operate work processing equipment with skill, speed, and accuracy
- Must be able to view computer for long periods
- Activities that occur infrequently are: bending, squatting, crouching, kneeling, twisting, reaching straight, above or below shoulders
- On occasion must lift up-to 10 LBS

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How to Apply

Qualified candidate must submit their resume, cover letter and two references (one professional and one community reference). In the subject, please state Service Coordinator RTP. Please note applicants who do NOT submit a letter of interest will NOT be considered.

Please submit resume to
Human Resource Manager:
Ana Varinia Esquivel at: jobs@ifrsf.org