



City of Phoenix YOUTH COUNSELOR

JOB CODE 07220

Effective Date: Rev. 10/09X

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide programs and services for low-income youth or for parents, pregnant women, infants, and toddlers.

Incumbents working with youth provide counseling to individuals to identify and solve complex personal and family problems. Youth participants are either directed to a Youth Center or referred from school or social service agencies. A Youth Counselor maintains a caseload of clients and coordinates service efforts by various agencies and institutions. When youth are referred to community resources, the Counselor ensures appropriate services are provided. The Youth Counselor keeps caseload records and provides direct activities at a Youth Center. Performance is evaluated by a Recreation Coordinator through conferences, observations, reports, and evaluation of results.

In the Early Head Start Home Visitor program, incumbents of this classification provide child development services, social services, preventative health and nutrition services, crisis intervention, and parent involvement services to parents, pregnant women, infants, and toddlers through home visits, group socialization activities, and collaboration with community resources. Incumbents plan, implement, coordinate, and advocate for the delivery of services which enhance parent-child relationships, and facilitate parental self-sufficiency. Work is performed with considerable independence using resource materials, and following Early Head Start Performance Standards.

ESSENTIAL FUNCTIONS:

The following list does not include all possible tasks in this work, and does not limit the assignment of related tasks in any position of this classification.

- Counsels youth referred to the program as minor offenders and delinquents;
- Conducts investigations and analyses of personal, family, and social problems of youth participants;
- Screens youth to determine eligibility for project services at Youth Center;
- Maintains caseload of clients who have complex personal and family problems;
- Records individual clients' personal history, problems, and the particular actions recommended or taken;
- Refers individuals to appropriate agencies and programs;
- Follows through on referrals to ensure appropriate services are provided;



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- Works with family and friends of clients to advise of problems and gain support;
- Visits individuals and/or families in their homes;
- Provides transportation to other locations to obtain services;
- Prepares reports for determination of eligibility, treatment plans, and monthly progress of individual clients;
- Assists with the identification and recruitment of clients/families who meet program eligibility requirements;
- Consults with assigned program participants to assist them in identifying strengths and needs, establishing goals, and developing plans with specific steps for implementation;
- Identifies social service needs and makes social service referrals;
- Tracks and monitors family progress, child health status, developmental status;
- Assesses child health and nutrition needs, plans with families how to meet identified needs;
- Completes formal developmental screenings and assessments for assigned children;
- Participates in team planning of curriculum, staff, and regular case management meetings;
- Assists in providing developmentally appropriate early intervention services;
- Provides child development information, parent education, and family support on home visits to families of infants and toddlers and pregnant women;
- Develops and maintains relationships with client families to encourage meaningful participation in the program;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Individual and group counseling techniques.
- Community resources available for targeted clientele.
- Problems and special needs of low-income clientele.
- Inner-city family economics and social systems.
- Infant, toddler, and child growth and development.
- Principles, practices, and objectives of Early Head Start programming.
- Principles, practices, and objectives of providing parent education to families.

Ability to:

- Relate to the problems of low-income youth and assist individuals in identifying and solving their problems.



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- Work with economically disadvantaged and culturally diverse populations.
- Communicate accurately, clearly, and professionally, in writing and orally by telephone or in a one-to-one or group setting.
- Work cooperatively with parents, infants, and toddlers in their home environment and in a group setting.
- Coordinate program with other social service resources.
- Maintain client records and complete reports.
- Organize and plan group projects.
- Produce documents written in the English language using proper sentence construction, punctuation, and grammar.
- Counsel clients and parents.
- Move up to forty (40) pounds short and long distances.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require special experience and training qualifications and background clearances to meet federal program regulations.
- Early Head Start positions will require the ability to speak, write, and effectively conduct home visits in both the English and Spanish languages.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years of experience in anti-poverty, community service counseling work, or early childhood (birth to five years) development. Other combinations of experience and education that meet the minimum requirements may be substituted.