Title: Future Leaders Program Youth Associate
Reports to: Director Education & Engagement
FSLA Status: Non-exempt
Version: 1.1

Summary Statement:

Assist Future Leaders Case Manager and provide oversight for team performance to ensure customers receive quality and timely services and that program objectives are met.

Alaska Public Media is the source of NPR radio, PBS television for South Central Alaska and stewards of the statewide news.

Essential Functions:

The Future Leaders Program Youth Associate will:

➢ Resolve conflicts that arise
➢ Coordinate with all provider types (including secondary service providers, agency providers, and community providers) to ensure that customers make meaningful progress with case plan.

Duties and Responsibilities:

In addition to the above functions, the Future Leaders Program Youth Associate will:

➢ Conduct outreach to referred customers.
➢ Engage customers in provider activities.
➢ Reengage customers who have stopped participating.
➢ Introduce customers to processes.
➢ Review administered assessment.
➢ Develop and amend Individual Achievement Plan.
➢ Assist customers in overcoming barriers to program engagement and participation.
➢ Develop trusted working relationships with assigned customers.
➢ Monitor customer engagement and progress.
➢ Coordinate multiple activities outlined in the customer's Individual Service Plan.
➢ Assist customers in reporting work participation.
➢ Work with Partners and Consultants to identify appropriate career pathway-oriented employment opportunities for customers.
➢ Work with Anchorage School District to identify customers
➢ Attend at least one training related to being trauma informed in a twelve month period
➢ Other duties as assigned.

Required Qualifications:
➢ Personal vehicle or access to vehicle and proof of insurance
➢ Valid Alaska Driver's license
➢ No history of child abuse or neglect
➢ Highly organized, detail focused and have excellent time management and possess strong computer skills.

Desired Qualifications:
➢ High School diploma with 1 years of related work experience

Allowable Substitution
If necessary, alternative combinations of education and experience to be evaluated by the Human Resources Office for comparability

Competencies:
➢ Act in accordance with AKPM policies.
➢ Support AKPM compliance efforts with FCC, CPB, NPR and PBS rules and regulations
➢ Communicate effectively.
➢ Apply critical thinking and problem solving skills.
➢ Maintain positive relationships with both internal and external customers.
➢ Demonstrate consistent outstanding customer service.
➢ Proficient at computer use to include office software products, custom software packages, internet and e-mail.
➢ Consistently demonstrate ethical behavior.
➢ Must exercise good judgement for the prompt completion of responsibilities.

Employee Expectations:
Must be able to work in a constantly changing environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands while seeking supervisory assistance as appropriate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
The employee is regularly required to stand, walk and sit; use hands to handle or feet; reach with hands and arms; talk and hear. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must be able to lift and/or move up to 40 pounds.

**Work Environment:**

The work environment characteristics described here are typical of a television/radio broadcast office environment and representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is usually moderate.

Alaska Public Media is an equal opportunity employer.

I __________________________ have received a copy of this job description on __________________

(Name) (Date)

Employee’s signature______________________________________________________________

Send resume and cover letter to hr@alaskapublic.org