



424 Jefferson Street, Oakland, CA 94607 | 510-251-2070 | 866-585-7819 (f) | www.missey.org

Drop-In Center Coordinator Job Description

MISSEY, Inc. (Motivating, Inspiring, Supporting and Serving Sexually Exploited Youth) is a community-based organization in Oakland, CA, founded in 2007 to respond to the needs of commercially sexually exploited youth. We are a survivor-centered organization supporting young people, ages 12-24, through direct services including intensive case management, a daily drop-in center, advocacy, and prevention. In addition to providing direct services, we work diligently for systemic change and contribute to the growing movement to end commercial sexual exploitation. Commercial Sexual Exploitation is a serious human rights issue that deserves a powerful, collective response.

Position Summary

The Drop-In Center provides a safe environment for female-identified at-risk youth and survivors of commercial sexual exploitation to learn new life skills, build peer relationships, access resources, receive crisis support, and build internal resources that reduce their vulnerabilities to being victimized by the commercial sex industry. The Drop-In Center Coordinator ensures that programming in the Drop-In Center is gender responsive, culturally relevant, trauma-informed, strengths-based, and developmentally appropriate (GCTSD), as well as informed by survivors of commercial sexual exploitation. Under the supervision of the Program Manager, the Drop-In Center Coordinator is responsible for developing and maintaining drop-in center services, including peer support and transition services to survivors accessing the drop-in center. The Drop-In Center Coordinator serves as a role model for survivors accessing the space and leads all activities and support services for the center. The Drop-In Center Coordinator involves the community in the drop-in center as volunteers and plays a critical role in MISSEY's volunteer program. Additionally, the Drop-In Center Coordinator works within the limitations of MISSEY's resources and in compliance with grants, contracts and agency policies and procedures.

PRIMARY DUTIES AND RESPONSIBILITIES

Drop-In Center Coordination

1. Facilitates a robust, five-day-a-week drop-in program for exploited and vulnerable youth.
2. Provides services in the drop-in center in compliance with contracts and grant awards, including the following:
 - Educational and life skills workshops
 - Creative arts activities
 - Peer support



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- Healthy food
 - Special events and field trips
3. Supports the development of a drop-in center curriculum in keeping with contract- and grant-related goals and objectives, and monthly calendars of events; facilitates workshops on a daily basis.
 4. Orients participants to the drop-in center; provides support and resources to all participants.
 5. Serves as a role model for participants.
 6. Assists participants in appropriate behavior and in developing interpersonal relationships; resolves conflicts between participants as needed.
 7. Provides crisis intervention and de-escalation to participants as needed.
 8. Facilitates intakes, assessments, and develops safety plans with clients eligible for drop-in services as needed.
 9. Oversees the incentive program for drop-in center participants, matching financial incentives with achievements.
 10. Ensures that the drop-in center space is attractive and clean, and that supplies are stocked and used wisely.
 11. Plans menus, shops on a weekly basis, and prepares food for the drop-in center; monitors food budget ensuring compliance with budgeted allocations.
 12. Conducts outreach to young people to engage in drop-in center services, and maintains sign-in sheets of all participants that visit the drop-in center in a binder; inputs data into database on a daily basis.
 13. Works collaboratively with the Program Manager and Director of Programs to evaluate programming and collect participant feedback.
 14. Supports workshop facilitators, volunteers, and interns in conducting their work in the drop-in center space.
 15. Works with partners and fosters meaningful collaboration with supportive services for the drop-in center, including attending and facilitating meetings with outside providers prior to drop-in center hours.
 16. Speaks and trains the community, including conducting youth presentations.
 17. Provides on-site support and guidance to entry level Drop-In Center staff.

Other

18. Annually, as part of supervision, develops a professional development plan identifying personal goals, objectives and activities.
19. Actively participates in supervision and staff trainings.
20. Assists with development of partnerships to foster and strengthen drop-in center programming.
21. Communicates relevant information and needs between clients and other direct service staff.
22. Maintain confidentiality at all times.



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REQUIREMENTS

Education and Experience

- Bachelor's Degree in social work, psychology, counseling, sociology or other related degree preferred. Experience working with youth will be considered.
- Experience in program development, developing curriculum, and facilitating groups required.

Knowledge, Skills and Abilities

- Ability to be dependable and present
- Ability to multi-task and deal with high numbers of youth at one time
- Knowledge of at-risk youth and commercial sexual exploitation
- Ability to have healthy boundaries working with youth
- Ability to respond to youth in crisis with de-escalation techniques and appropriate support
- Ability to serve as a role model for youth being served
- Ability to administer policies and procedures that ensures the safety and confidentiality of program participants
- Ability to develop positive relationships with participants, colleagues and supervisors
- Ability to assume a leadership role in initiating workshops and activities
- Ability to work with teens and accommodate the specific needs of teens
- Excellent communications skills

Additional Requirements

- Background check clearance.

SALARY AND BENEFITS

This is a full time, non-exempt position with benefits, including 3-week starting vacation

- \$44,100 annually.

MISSEY is an equal opportunity employer. Survivors of human trafficking, women of color, and LGBTQ individuals are strongly encouraged to apply. The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.