



POSITION TITLE: Youth Engagement Specialist (Street Outreach – TAY 18–24)

REPORTS TO: Program Manager of Campus Services

FLSA STATUS: Non-Exempt

JOB TYPE: Full Time -In Person

SALARY: \$18.00 to \$22.00 per hour

POSITION SUMMARY:

The Youth Engagement Specialist is responsible for conducting street-based outreach and engagement with Transitional Age Youth (TAY) ages 18–24 who are experiencing homelessness, housing instability, or are at risk of exploitation or trafficking. This role focuses on building trusted relationships with runaway and homeless youth in unsheltered environments and connecting them to immediate safety, shelter, and supportive services.

The Youth Engagement Specialist will provide trauma-informed engagement, resource navigation, and referrals to emergency shelter beds, youth-specific services, and community resources within San Joaquin County and the State of California. The position plays a critical role in identifying and supporting youth who have experienced, or are at risk of experiencing, sexual abuse, exploitation, or human trafficking.

Through relationship-centered outreach, the Youth Engagement Specialist helps young people transition from street homelessness into safe shelter and supportive services at St. Mary's Community Services and partner organizations.

Why St. Mary's Community Services?

- Mission-Driven Leadership – Be at the heart of an organization dedicated to serving the most vulnerable.
- Strategic Influence – Shape policies and initiatives that uplift lives and drive systemic change.
- Collaborative Environment – Work alongside a passionate team, community partners, and dedicated stakeholders.
- Sustainable Impact – Lead an organization committed to long-term solutions for housing, healthcare, and social support.



Essential Duties & Responsibilities

Street Outreach & Youth Engagement

- Conduct regular street-based outreach to identify and engage Transitional Age Youth (18–24) experiencing homelessness in encampments, public spaces, service locations, and other community settings within Stockton.
- Build trusting and supportive relationships with youth through consistent, respectful, and trauma-informed interactions.
- Provide crisis intervention, safety planning, and immediate support to youth experiencing homelessness or exploitation.
- Identify youth who have experienced or are at risk of sexual abuse, exploitation, or human trafficking and connect them to appropriate services.
- Distribute outreach materials and provide information on emergency shelter beds, youth services, and supportive resources.

Outreach Events & Community Presence

- In conjunction with the Youth Outreach Specialist, plan and host outreach events designed to engage unhoused youth and increase awareness of available services.
- Represent St. Mary's Community Services at community events, resource fairs, schools, partner agencies, and youth-serving organizations.
- Conduct presentations and information sessions to increase awareness of youth shelter beds and available social services.

Navigation & Resource Connection

- Connect youth to emergency shelter beds at St. Mary's Community Services and assist with intake coordination.
- Provide referrals to community-based organizations offering housing, mental health services, substance use treatment, education, employment programs, and healthcare.
- Promote and connect youth to statewide and local support resources including:
 - 211 services, including Coordinated Entry System
 - Emergency youth helplines
 - Crisis and trafficking support hotlines



- Support youth in accessing Medi-Cal, behavioral health services, and other benefits when appropriate.

Documentation & Data Tracking

- Maintain accurate outreach logs, engagement notes, and referral documentation in accordance with agency policies using the Homeless Management Information System.
- Track outreach contacts, service referrals, and successful shelter intakes.
- Support data entry and reporting related to outreach and engagement activities as required by funders and organizational leadership.

Collaboration & Partnership Building

- Develop and maintain strong relationships with youth-serving organizations, shelters, healthcare providers, and community partners.
- Participate in local collaborative meetings related to youth homelessness, trafficking prevention, and coordinated entry systems.
- Coordinate with internal case management staff to ensure successful transitions from street outreach to shelter and ongoing, supportive services.

Key Performance Indicators (KPIs)

The Youth Engagement Specialist will be evaluated based on the following performance metrics:

- Number of youth engaged through street outreach
- Number of new youth intakes into emergency shelter beds
- Number of referrals to community-based organizations and supportive services
- Number of connections made to emergency youth helplines and 211 San Joaquin
- Number of outreach events hosted or supported
- Number of new youth contacts developed through outreach
- Documentation accuracy and timely reporting of outreach activities



Physical & Mental Requirements

Mobility: Ability to frequently walk, stand, and move throughout shelters, day centers, hygiene centers, and other campus locations, and to sit at a desk or workstation for extended periods while completing documentation, data entry, assessments, and reports; occasional bending, reaching, or climbing stairs as required.

Lifting: Ability to lift, carry, or move files, supplies, or client belongings up to 20 lbs. occasionally.

Visual: Ability to perform close-up work, read electronic and paper records, and use computers and mobile devices for extended periods.

Hearing/Talking: Ability to hear, understand, and communicate clearly with clients, staff, and community partners in person, by phone, and in environments with moderate noise.

Emotional/Psychological: Ability to maintain emotional resilience, sound judgment, and professionalism when working with individuals experiencing homelessness, trauma, mental health challenges, or crisis situations.

Environmental: Ability to work in shelter and campus-based settings with varying noise levels, and frequent interaction with diverse client populations and behaviors. This position also requires significant time working in community and street-based environments, including outdoor settings, encampments, and community partner locations. The Youth Engagement Specialist must be comfortable working with individuals experiencing homelessness, trauma, mental illness, or substance use challenges.

What You Bring:

- Minimum 2 years of experience working with homeless, runaway, or Transitional Age Youth (TAY).
- Experience providing services to youth experiencing homelessness, trauma, or housing instability.
- Demonstrated experience engaging youth with mental health challenges or behavioral health needs.
- Training or demonstrated knowledge in trauma-informed care practices.
- Strong interpersonal skills with the ability to build trust and rapport with vulnerable populations.
- Ability to work independently in community and street outreach settings.
- Valid California Driver's License and Proof of Personal Liability Insurance
- Ability to work evenings or weekends as needed for outreach events.



- Experience working with youth impacted by sexual exploitation, abuse, or human trafficking (Preferred).
- Familiarity with San Joaquin County homeless services system and youth-serving agencies. (Preferred)
- Experience with Harm Reduction practices. (Preferred)
- Knowledge of Coordinated Entry Systems and homeless service navigation. (Preferred)
- Bilingual English/Spanish (Preferred).

Core Competencies:

- Trauma-Informed Engagement
- Youth-Centered Relationship Building
- Cultural Humility and Equity
- Crisis Response and De-escalation
- Community Partnership Development
- Resource Navigation and Advocacy

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Vision Insurance
- Paid time off

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