

# EPIC `Ohana

## Job Title: Youth Circle Facilitator I (Oahu)

Employment Type: Full-Time

FLSA Status: Non-exempt

Department: Youth Circle

Reports To: Youth Circle Manager

## Job Summary

### POSITION SUMMARY

The Youth Circle (YC) Facilitator I coordinates, facilitates and sometimes records Youth Circles for current and former foster youth in Hawai'i. The YC Facilitator I provides a group process for youth to celebrate their emancipation from foster care and to assist them in planning for their independence. The YC Facilitator I will use professional concepts to resolve problems of limited scope and complexity, requiring judgement and decision making with more oversight/consultation.

The YC Facilitator I must demonstrate an active commitment to the EPIC `Ohana, Inc. mission and vision, and to strive to incorporate EPIC `Ohana, Inc.'s values<sup>1</sup> in all aspects of daily work.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Work in a collaborative environment, with a team of other Coordinators, Facilitators, Administrative Support Supervisor, and YC management and collaborate with all other youth servicing programs statewide.
- Responsible for weekly reviews, completion of all assignments and to appropriately seek daily supervision and direction as needed.
- Stay current on all new procedures and directions.
- Coordinate and facilitate YC.
- Schedule an average of five (5) to six (6) circles per month and carry an average case load of 125 to 150 which includes initial Circles and re-Circles, and young people to call and follow up.
- Responsible for following up on new referrals and transfers on all assigned cases.
- Responsible for pre-briefing and de-briefing with YC management any problems, concerns, or unusual circumstances at Circles.
- Perform all steps as described in the YC checklist (database) and procedures, leading to the successful scheduling of the Circle.
- Maintain a moderate working knowledge of computers for data entry.
- Record at Youth Circles as requested or needed.
- Be at the site 30 minutes in advance for housekeeping items such as set up site, locate nearest phone and exits in case of emergency, and location of bathrooms for participants.
- Welcome and greet participants and create a positive YC in accordance with the values and mission of the organization. This includes following the YC agenda.
- Maintain supplies for YC such as easel, easel paper, posters, pens, tape, updated forms, agendas, etc.

- Clean up site and returning it to its original state.
- Write transition plans adhering to the transition plan trainings, procedures, and timelines.
- Promptly update the database and turning in the following items (filled out accurately, legibly, and completely) YC transition plan, sign-in sheets, address sheet, evaluation forms, and other forms as needed.

As a Coordinator for Youth Circles:

- Engage youth using appropriate skills, and arranging a first visit with the youth. This includes calls to the youth's caretaker and youth for availability.
- Collect, organize, and analyze all pre-circle documentation about a case.
- Responsible for contacting Social Worker (SW), Guardian Ad Litem (GAL), and all supporters on the list provided by the youth.
- Coordinate date, time and location of YC.
- Prepare and send invitations to all participants.
- Responsible for appropriate use of all Youth Circle tools, such as the checklist and database for following accurate procedures and documentation.
- Accurately document from all key participants, dates of availability, contact information including telephone, cell phone, mailing and e-mail address.
- Prepare and print sign-in sheet, address page and other paper work for Circle.
- Complete accurate daily case note activity accounts on EPIC database on all youth assigned.
- Timely secure the site of the YC including keys, completion of registration materials and payment process.
- Complete flight requests, hotel, and car reservations with administrative staff.
- Coordinate (with recorder) food and drinks for the Circle that meets the budget requirements.

As a Recorder for Youth Circles:

- Assist with coordination of food and drinks for the circle that meets the budget requirements. Also responsible for the cooler with ice for drinks.
- Responsible to be at the YC 30 minutes in advance to assist facilitator.
- Responsible for recording the "group memory" of the YC by taking accurate notes and writing the transition plan on the youth's chosen plan.

#### OTHER DUTIES/FUNCTIONS

- Perform other related duties, as required and assigned.
- Regular attendance, required.
- Represent the YC program at community based events.
- Participate in outreach, if needed.
- Responsible for awareness and adherence to all company and safety policies and procedures.
- Attend and participate at trainings, all staff meetings, and individual supervision, as scheduled.
- Recommend improvements and/or enhancements of job processes and work environment to ensure high quality levels of service deliverables.
- Address appropriate needs with supervisor and/or manager.

#### WORKING CONDITIONS

•Work Hours: Normal hours for the EPIC office are Monday through Friday 7:00 a.m. to 5:30 p.m. Employees may start as early as 7:00 a.m. or as late as 9:00 a.m. The end time for an employee's work shift will be based on the employee's designated start time and assigned work schedule.

•Must be flexible with work schedule, pending the need to deliver services outside the normal work shift. Hours may include weekend and evening hours.

•Required to travel to the neighbor island for circles. Circles re held in all parts of every island, in churches, libraries, and other community locations.

•This job operates in a professional office environment.

•The physical exertion is moderate.

#### EQUIPMENT USED

•Must be proficient with computer use, including word processing, spreadsheets, map reading, email, and database usage.

•Must have a strong working knowledge of Microsoft Office Suite and Outlook.

•Maintain a moderate working knowledge of computers for data entry.

•This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

#### MENTAL, PHYSICAL, AND COMMUNICATION DEMANDS

##### Mental Demands

•Must be self-directed, organized, and able to work independently.

•Must have excellent problem solving skills.

•Must work well under the pressure of meeting multiple deadlines in a fast-paced environment.

•Must have strong writing skills and be able to write clearly and accurately.

•Must have the willingness to be flexible and adaptable in a fast-paced environment.

•Must be able to support diversity in the workplace and serve a diverse population.

•Must be able to comprehend complex information such as social work reports and court documents.

•Must be approachable, non-judgmental, organized, and have a strength-based view of youth and families.

•Must be emotionally mature, objective, and support of people and their problems.

•Must have the ability to nurture and maintain positive relationships with all stakeholders, including the ability to engage family members from diverse communities.

•Must have the ability to work cooperatively with representatives of other agencies.

•Must have an attitude of continual learning.

•Must be able to synthesize and summarize complex information in ways that are understandable to family members and professionals.

•Must have the ability to manage group meetings.

##### Communication Demands

- Must have the ability to speak and write clearly.
- Must have a direct yet sensitive communication style.
- Must be comfortable speaking and leading groups.
- Must have strong communication skills and a strong ability to support and engage positively with community providers, professionals, social workers, service providers, and families.

#### MINIMUM QUALIFICATION REQUIREMENTS

- Must have a Bachelor's degree in a related field from an accredited institution of higher learning; and
- A minimum of one (1) to two (2) years related experience and/or training;
- Must maintain an ethical, responsible and professional attitude and demeanor under all circumstances in person, by phone, e-mail and correspondence, in order to effectively and efficiently engage and maintain working relationships with families, professionals and youth who are undergoing complex and crisis situations.
- Individual with experience working with families whose children have been harmed or threatened with harm and in facilitation and/or mediation, preferred.
- Individual with culturally relevant training and/or experience specific to the community served, preferred.
- Team player with a positive attitude and the ability to interact with all levels of the organization.
- Demonstrated a high degree of professionalism and maturity.
- Committed to quality and performance improvement.
- Successful criminal and child abuse and neglect background clearance as required by state regulations for those who work with children and families in the Child Welfare System.
- Current First Aid and CPR certification, training will be provided.
- Valid driver's license, no-fault automobile insurance, acceptable motor vehicle abstract<sup>2</sup>, and access to an insured, reliable vehicle is needed.

#### ADDITIONAL INFORMATION

**1OUR MISSION:** EPIC believes that families are the foundation of our community and their well-being is inextricably linked to the health and prosperity of the community, state, and nation. EPIC 'Ohana, Inc. works to strengthen 'ohana and enhance the welfare of children and youth through transformative processes that are respectful, collaborative and solution-oriented.

**OUR VALUES:** In all that we do at EPIC, we try to embody the spirit of Aloha. We are committed to treating families, youth, service providers, and each other with respect, kindness, and dignity. Aloha speaks to the quality of our work, not just the particulars of it. It is the core of who we are. "Aloha Spirit" is the coordination of mind and heart within each person. It brings each person to the self. Each person must think and emote good feelings to others. In the contemplation and presence of the life force, "Aloha", the following unuhi laulā loa may be used:

"Akahai", meaning kindness to be expressed with tenderness;

"Lōkahi", meaning unity, to be expressed with harmony;

"Olu'olu" meaning agreeable, to be expressed with pleasantness;

"Ha'aha'a", meaning humility, to be expressed with modesty;

"Ahonui", meaning patience, to be expressed with perseverance.

These are traits of character that express the charm, warmth and sincerity of Hawaii's people. It was the working philosophy of native Hawaiians and was presented as a gift to the people of Hawai'i. "Aloha" is more than a word of greeting or farewell or a salutation. "Aloha" means mutual regard and affection and extends warmth in caring with no obligation in return. "Aloha" is the essence of relationships in which each person is important to every other person for collective existence. "Aloha" means to hear what is not said, to see what cannot be seen and to know the unknowable. (H.R.S. §5-7.5)

2Acceptable motor vehicle abstract:

(1)No more than 3 moving violations and/or accidents in the most recent 3 years

(2)No more than 2 moving violations and/or accidents in the most recent year

(3)Drivers should have no "major convictions" within the last 5 years

"Major convictions" include:

- Driving while intoxicated or 'under the influence' (DWI or DUI)
- Leaving the scene of an accident
- Careless or reckless driving violations
- Homicide or assault through use of motor vehicle
- Attempting to elude a police officer
- Speed Exhibition or Racing
- Drivers who have a suspended or revoked license or those who have had 3 or more license suspensions in the past.

## Essential Duties

- ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Work in a collaborative environment, with a team of other Coordinators, Facilitators, Administrative Support Supervisor, and YC management and collaborate with all other youth servicing programs statewide.
- Responsible for weekly reviews, completion of all assignments and to appropriately seek daily supervision and direction as needed.
- Stay current on all new procedures and directions.
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As a Recorder for Youth Circles:

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- Responsible to be at the YC 30 minutes in advance to assist facilitator.
- Responsible for recording the "group memory" of the YC by taking accurate notes and writing the transition plan on the youth's chosen plan.

## **Secondary Duties**

- OTHER DUTIES/FUNCTIONS

- Perform other related duties, as required and assigned.
- Regular attendance, required.
- Represent the YC program at community based events.

- Participate in outreach, if needed.
- Responsible for awareness and adherence to all company and safety policies and procedures.
- Attend and participate at trainings, all staff meetings, and individual supervision, as scheduled.
- Recommend improvements and/or enhancements of job processes and work environment to ensure high quality levels of service deliverables.
- Address appropriate needs with supervisor and/or manager.

## **Supervisory Responsibilities**

This job has no supervisory responsibilities.

## **Education**

Must have a Bachelor's degree in a related field from an accredited institution of higher learning; and a minimum of one (1) to two (2) years related experience and/or training.

## **Behavioral Characteristics**

- Persistence -- Job requires persistence in the face of obstacles.
- Initiative -- Job requires a willingness to take on responsibilities and challenges.
- Leadership -- Job requires a willingness to lead, take charge, and offer opinions and direction.
- Cooperation -- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Concern for Others -- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Social Orientation -- Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
- Self Control -- Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Stress Tolerance -- Job requires accepting criticism and dealing calmly and effectively with high stress situations.
- Adaptability/Flexibility -- Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Dependability -- Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Attention to Detail -- Job requires being careful about detail and thorough in completing work tasks.
- Integrity -- Job requires being honest and ethical.
- Social Perceptiveness -- Being aware of others' reactions and understanding why they react as they do.
- Coordination -- Adjusting actions in relation to others' actions.
- Service Orientation -- Actively looking for ways to help people.
- Time Management -- Managing one's own time and the time of others.

- Establishing and Maintaining Interpersonal Relationships -- Developing constructive and cooperative working relationships with others, and maintaining them over time.

## **Language Skills**

- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Comprehension -- The ability to read and understand information and ideas presented in writing.
- Oral Expression -- The ability to communicate information and ideas in speaking so others will understand.
- Written Expression -- The ability to communicate information and ideas in writing so others will understand.
- Speech Clarity -- The ability to speak clearly so others can understand you.
- Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Writing -- Communicating effectively in writing as appropriate for the needs of the audience.
- Speaking -- Talking to others to convey information effectively.
- Communicating with Supervisors, Peers, or Subordinates -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

## **Reasoning Ability**

- Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Selective Attention -- The ability to concentrate on a task over a period of time without being distracted.
- Time Sharing -- The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Critical Thinking -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Learning -- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Learning Strategies -- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

- Complex Problem Solving -- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information -- Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards -- Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Making Decisions and Solving Problems -- Analyzing information and evaluating results to choose the best solution and solve problems.
- Updating and Using Relevant Knowledge -- Keeping up-to-date technically and applying new knowledge to your job.
- Developing Objectives and Strategies -- Establishing long-range objectives and specifying the strategies and actions to achieve them.
- Organizing, Planning, and Prioritizing Work -- Developing specific goals and plans to prioritize, organize, and accomplish your work.

## **Mathematical Skills**

- Minimum skills -- Ability to add and subtract two digit numbers and to multiply and divide with tens and hundreds. Understanding of units of American currency, weight, volume and distance.

## **Computer Skills**

- Word processing software.

Microsoft Office Applications including Outlook, Teams, etc.

## **Certification and Licensing**

- Current First Aid and CPR certification, preferred. Additional training will be provided.

Current Driver's License (Class 3), Current Auto Insurance, and an Acceptable Driving Abstract.

## **Tools & Technology**

- Access to insured, reliable vehicle.

Zoom and Microsoft Office 365.

## **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- regularly required to sit; use hands to finger, handle or feel; talk or hear.
- frequently required to walk.
- occasionally exposed to stand; reach with hands and arms; climb or balance; stoop, crouch, or crawl.

The employee must:

- occasionally lift and/or move up to 25 pounds.

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- occasionally exposed to wet or humid conditions; climb or balance; outdoor weather conditions.

The noise level in the work environment is moderate noise.