



POSITION TITLE: Save Our Streets (SOS) Lead Accountability Mentor (Gang interventions) Street outreach in Brighton Park Community (*Full-time*)

RESPONSIBLE TO: Save Our Streets (SOS) Manager

JOB DESCRIPTION: Accountability Mentor lead will work closely with the manager and community members who have a high probability of being a victim or perpetrator of violence. The Accountability Mentor lead will be trained to refer participants to mental health services, social services, and workforce development. They will also serve as a lead mentor to their team and oversee activities in the program such as field trips and late-night sports.

The Lead Accountability Mentor is a frontline street outreach worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between the participant and resources available to them. An Accountability Mentor also builds individual and community capacity by providing resources that will, in turn, allow participants to obtain self-sufficiency through a range of services such as outreach, community education, informal counseling, social support, advocacy, mental health and workforce development.

The Lead Accountability Mentors must comply with all training regarding confidentiality and the handling of personally identifiable information; and follow all scripts, policies and procedures established for the program. Accountability Mentors will also be required to take on-going training based on the mission and goals of the organization or specific issue of concern. The most important credential Accountability Mentors bring to their position is the motivation to improve their communities and the situated knowledge or lived experience to affect positive individual and community change.

This position is full-time work, with shifts available seven days a week, including evenings and weekends. The position is grant funded.

ACCOUNTABILITY MENTOR RESPONSIBILITIES

- Conduct street outreach in pairs to provide information about resources as they form a bond with members of the community to expand their knowledge of better options available to them.
- Serve as community liaison and maintain relationships with key individuals in the community
- Assist participants with navigating through social services resources
- Assist participants through peer support and frequent communication/follow-up utilizing a harm reduction approach
- Participate in meetings, conferences and committees as assigned



- Assist staff in collaborating with community mental and social service providers and partner agencies to identify barriers and service gaps
- Conduct outreach and provide information to individuals about program services which can include but is not limited to Health & Wellness fair, Expungement Fair, Workforce Development and Gang Tattoo Removals.
- Provide education, information, and referrals to participants; locate, identify, and utilize new social services and resources
- Maintain the highest level of client confidentiality, in person and in practice
- Communicate with colleagues, supervisors, and the public in a professional and empathetic manner.
- Collaborate with their supervisor in identifying and meeting project goals.
- Participate in ongoing professional development and related trainings as well as weekly team meetings and one-on-ones with supervisor.
- Engages in all ECS fundraising efforts as required (i.e annual gala working event)
- Maintain regular, frequent contact with supervisor and follow all directives.
- Conduct other related duties as assigned, *by ECS management.*

LEAD ACCOUNTABILITY MENTOR RESPONSIBILITIES

- The Lead will assist the Program Manager with daily program task requirements.
- Collect Timesheets and time off request forms.
- Assist with daily team check ins and check outs.
- Promotes and enforces Chain of command, leads by example.
- Over directly communicates team and Manager.
- Submits daily, weekly or monthly reports for program along with positives, negatives and recommended suggestions for the program to improve and grow.
- Provides coaching to team members, as needed.
- Assists Manager with Performance Review evaluations and maintains excel form updated.
- Assists with hiring events and interviewing potential candidates.
- Attends all leadership trainings and meetings as required and needed.
- Creates Team Weekly Work Schedule.
- Flexibility is a **MUST**

MINIMUM QUALIFICATIONS

- Excellent interpersonal skills and ability to interact professionally, appropriately and effectively with a wide range of culturally diverse individuals during a time of crisis and distress. Excellent ability to think critically and communicate both verbally and in writing in a professional and empathetic manner.
- Basic computer skills are necessary, will go through additional training, *if required.*
- Equally comfortable working individually and within a team environment that emphasizes interdisciplinary collaboration.
- Must be 18 years of age or older.



- A background check and drug test are required. However, the circumstances or prior justice involvement will be considered on a case-by-case basis and will not necessarily disqualify a candidate
- Present evidence of identity and authorization to work in the United States (I-9 documentation).
- Applicants must reside, or have extensive work/lived experience, in the high economic hardship communities identified by the Chicago Department of Public Health.

DESIRED QUALIFICATIONS

- Thorough knowledge of assigned community and its residents
- Basic knowledge of state social service agencies and community resources
- Basic knowledge of health education, motivational strategies and an empathetic manner working with the underserved
- Ability to work with other members of the team and community to provide quality services
- Ability to communicate effectively both orally and written, and have basic computer skills
- Ability to work with vulnerable populations in a non-judgmental manner
- Must be able to multi-task, have initiative and be self-directed
- Ability to endure periods of heavy workload
- Ability to work with frequent interruptions and respond appropriately to unexpected situations
- Must be flexible with hours to accommodate project objectives. Including weekends/evenings serving in adaptable and professional demeanor.
- Possession of valid Illinois Driver's license, valid auto insurance and registration with willingness to use personal vehicle in course of employment.
- Fluency in Spanish is highly desirable.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

The position consists of being on foot for prolonged periods of time and outside during acceptable weather. The position may require responding to emergencies in high crime and to participate in risk management processes. At times requires rapid turnaround of communication on short notice. Must be able to lift 20-50 lbs.

EEO STATEMENT

1. EEO STATEMENT

Our organization is committed to providing equal employment opportunities to qualified individuals with disabilities. When an individual with a disability requests accommodation and can be reasonably accommodated without creating an undue hardship or causing a direct threat to workplace safety, he or she will be given the same consideration for employment as any other applicant. This may include providing reasonable accommodation where appropriate for an otherwise qualified individual to perform the essential functions of the job.



ECS and subcontractors are committed to a policy that provides a work environment that is free from discrimination and harassment. Envision Community Services is an equal employment opportunity employer and prohibits any conduct that is discriminatory or harassing in nature or that adversely affects an employee's terms or conditions of employment because of their race, color, sex, religion, national origin, ancestry, age, marital status, pregnancy, medical condition, including genetic characteristics, physical or mental disability, veteran status, gender identification and expression, sexual orientation; and to making all employment decisions so as to further this principle of equal employment opportunity. These equal employment opportunity practices apply to hiring, training, promotions, salary administration, job assignment, benefits, discipline, termination and all other aspects of the job.

SALARY AND BENEFITS

- Health benefits available, after 90-day probation period.
- \$20/hour

OTHER

ECS is an "At-Will" employer and reserves its rights to practice as such. ECS can terminate your employment at any time, for cause or without cause. Your employment at ECS is at-will employment. No supervisor, manager or other representative or employee of ECS, other than the President/CEO, and then only in writing signed by him, has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the foregoing.