



POSITION TITLE: Accountability Mentor I (Outreach Mentor) Full-time

RESPONSIBLE TO: Manager of Education and Workforce Development.

JOB DESCRIPTION: The Outreach Mentor is responsible for engaging with high-risk individuals and their communities to prevent violence, provide mentorship, and connect participants with essential resources. This role requires strong communication, conflict resolution, case management, and relationship-building skills while working collaboratively with internal teams, partner organizations, and community stakeholders to create safer neighborhoods.

DUTIES AND RESPONSIBILITIES:

- Adhere to the Mission, Core values and Vision of Envision Community Services (ECS)
- Identify and engage with high-risk individuals, maintaining a caseload of 15 participants.
- Build and maintain strong, supportive relationships with participants to guide them toward positive outcomes.
- Conduct community outreach, individually and as part of a team, to develop relationships with youth, residents, businesses, and local organizations.
- Work as a team to identify "hot spots" for violence, investigate the causes of shootings, and mediate conflicts to prevent retaliation.
- Respond to shootings and incidents of violence, working with outreach programs to increase visibility and de-escalate tensions.
- Participate in organizing strategic responses to violence and community crises, ensuring a coordinated and effective approach.
- Develop proactive intervention strategies with outreach teams, considering key dates and historical conflicts to prevent future violence.
- Accompany clients to court, social services, and community events to provide advocacy and support.
- Manage a caseload of participants, offering mentorship, coaching, and direct support.
- Conduct intake assessments, document participant progress, and complete exit assessments through data entry.
- Provide one-on-one mentoring and facilitate group sessions to help participants adopt prosocial behaviors.
- Support participants with employment readiness, life skills development, and accountability coaching.
- Connect participants with Care Manager to link them with education, job training, mental health support, drug treatment, and other community resources.
- Assist in identifying and removing barriers to self-sufficiency, including financial, housing, transportation, and behavioral health challenges.
- Offer advocacy and support to victims of violence and their families through home visits, phone calls, and criminal justice support.



- Provide conflict mediation services to de-escalate tensions between individuals or groups.
- Document all participant contacts, case notes, and services provided.
- Assist the data team with data collection and required reporting for funders and program partners.
- Provide weekly and monthly reports on participant progress, interventions, and program effectiveness.
- Maintain accurate budget tracking and ensure spending is aligned with program guidelines.
- Submit stipend and finance documentation on time, following organizational policies.
- Ensure compliance with mandated reporter regulations, immediately addressing and reporting safety concerns.
- Work closely with partner organizations, referral agencies, and community leaders to strengthen support networks.
- Develop and maintain a “warm referral” network for connecting participants with additional services.
- Engage effectively with project partners and stakeholders, ensuring program goals are met.
- Participate in required evaluations, audits, training sessions, and team meetings.
- Support organizational fundraising efforts, including participation in events like the annual gala.
- Follow safety measures, maintain a professional work environment, and uphold the Mission, Core Values, and Vision of the organization.
- Adhere to Wellness Dates for the organization's event planning and scheduling.
- Perform other duties as assigned by the Supervisor, Director of Operations, or Executive Leadership.

QUALIFICATIONS:

- Bachelors’ degree or higher preferred/equivalent experience in management considered
- Experience in supervision of staff and customers.
- Proficiency in computer applications.
- Excellent communication skills.
- Tech skills and virtual management.
- Bilingual/bicultural (Spanish) desired.
- Access to a vehicle and valid Illinois Driver’s License required.
- Willingness to travel and work flexible hours required.
- Effective time management for both oneself and others, along with adaptability, is imperative for the successful delivery of job responsibilities.

GENERAL REQUIREMENTS:

Staff shall be able to demonstrate the skill and competence necessary to contribute to each youth's physical, intellectual, personal, emotional, and social development. Factors contributing to the attainment of this standard include:



- Emotional maturity when working with youth and adults; Cooperation with the purposes and services of the program; Respect for youth and adults;
- Flexibility, understanding and patience;
- Physical and mental health that do not interfere with customer work responsibilities;
- Good personal hygiene;
- Frequent interaction with customers, business partners, and funding sources;
- Listening skills, availability and responsiveness to customers and management;
- Sensitivity to customers' socioeconomic, cultural, ethnic and religious backgrounds, and individual needs and capabilities;
- Use of positive discipline and guidance techniques
- Ability to provide an environment in which customers can feel comfortable, relaxed, happy and involved in education, recreation, and other activities.

OTHER REQUIREMENTS:

- Must be able to travel to other locations as necessary
- Must be able to lift and move storage boxes and office supply materials
- Must be able to spend long hours sitting and using office equipment and computers
- Must be able to operate in an environment where interruptions can frequently occur

REQUIRED SCREENINGS/CHECKS/TRAININGS:

1. Drug screen
2. Mandated Report
3. Background Check
4. Fingerprinting
5. Driver's Record
6. Sexual Harassment Training
7. Non-disclosure Agreement
8. Any other internal trainings brought by ECS

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 equal employment opportunities to all employees and applicants for employment without regard to 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.



SALARY/BENEFITS:

- Health benefits available
- \$18-20 per 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/her, 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.

I have read and understood the job duties and responsibilities for this position and acknowledge the job description as presented

Name: _____
(Print of Name)

Date: _____

Name: _____
(Signature of Name)

Date: _____

Name: _____
(HR Signature)

Date: _____