



New Life Centers Street Outreach Mentor

New Life Centers provides intensive, community-based mentoring programs for youth ages 12 to 24 in the Little Village, Humboldt Park and Brighton Park neighborhoods of Chicago. The target demographics include; justice-involved youth, gang-affiliated youth, and at-risk youth referred through local schools and communities. Serving these populations allows NLC to holistically engage both violence prevention and intervention in response to identified community needs. We seek to reduce youth contact with the justice system, promote safety, and empower young people to become community-builders and peace-makers. Our holistic program model enables us to fulfill our mission: to provide mentoring and advocacy to guide youth toward a new life and a new direction.

Communities Partnering 4 Peace (CP4P) is a citywide collaborative of community-based agencies across Chicago working together to reduce rates of community violence. CP4P agencies and their partners are located in the neighborhoods with the highest rates of violence, and are committed to hyper-local programming, restorative justice practices, trauma-informed approaches, and principles of nonviolence. The Street Outreach Mentor operates as a part of a Neighborhood Safety Team that includes other outreach workers, case-managers, and community engagement/safe spaces staff.

Position Summary:

The Street Outreach Mentor works to gain trust of the community and the highest risk individuals to help prevent shootings and retaliatory violence, and to provide linkages and robust accompaniment to prosocial alternatives including activities, jobs, education, case management, and social services. As a member of a team, the Street Outreach Mentor is responsible for reaching out to the highest risk individuals in the community and working with them to prevent violence by mediating conflicts, modeling prosocial behaviors, engaging them in positive activities and accompaniment through the case management process. The Street Outreach Mentor will work Full-Time 40 hours per week, non-exempt, under the direct supervision of the Street Outreach Director. Some weekends and some on-call in response to crisis situations will be required. Focus neighborhoods include Little Village, Pilsen, and Brighton Park.

Skills & Responsibilities

- Firsthand knowledge of the Little Village, Pilsen, and/or Brighton Park community and knowledge of current street conflicts
- Ability to communicate effectively, both orally and in writing
- Ability to work one-on-one and in groups with high-risk individuals to resolve conflicts and promote prosocial behaviors
- Willingness to work on the street and in other unstructured situations
- Willing to work late nights and on weekends; the nature of crisis situations may require “on-call” response
- Familiarity with computers such that employee is able to complete required data entry tasks, communicate via email and complete basic work processing tasks as needed
- Experience with or training in crisis intervention, principles in nonviolence, restorative justice practices, or trauma-informed practice
- Emotional maturity; good judgment; integrity; tolerance of differing points of view and beliefs; commitment to nonviolence

Client Outreach:

- Work with outreach colleagues and supervisor to identify potential participants who are the highest risk individuals, and the people who know them
- Carry a caseload of 10-15 high-risk clients
- Develop and maintain supportive and effective relationships with client caseload
- Work to intervene in circumstances in which violence is likely, including possible retaliation
- Work to understand why a shooting happened, including developing strategies to be better informed to help prevent future escalation of conflicts
- Work as a member of a team, communicating all relevant information to team members and supervisors instantly
- Ensure that information about potential participants is clearly identified and communicated to relevant staff and Program Director

- Develop and deliver one-to-one support sessions and facilitate circles with clients to support participants in resolving conflicts and adopting prosocial behaviors
- Provide linkages and support for individuals to enhance their use of opportunities and programs in the community (job programs, GED, drug treatment, mentoring, etc.)
- Provide client accompaniment to court, social services, etc.

Violence Prevention Services/Shooting Responses:

- Participate, as necessary, in organizing responses to shootings and increasing visibility when shootings/killings take place (developing networks with other outreach programs to coordinate an inclusive and strategic response)
- Investigate causes of shootings/killings to assist in mediating situations and preventing retaliation between individuals and groups and provide documentation
- Identify and diffuse “hot spots” for shootings and violence (conducting line of sight surveys with residents and key stakeholders to identify areas frequented by high-risk clients) and provide documentation
- Strategize with outreach team and supervisor to develop ongoing strategy to respond to conflicts and violence, noting important anniversary dates or other key events

Community Outreach:

- Outreach to the community (individually and as a team member) to build strong relationships with youth, residents, businesses, and community groups
- Work closely with referring partners and any other stakeholders to ensure that goals are met
- Maintain positive relationships with stakeholders
- Respond to shootings in other communities, when necessary, working with relevant outreach programs

Meetings & Documentation:

- Attend weekly staff meetings; meet with supervisor as needed
- Document shootings and other acts of violence prevented, and conflicts mediated
- Document all shootings and retaliations
- Document detailed client case notes and other items as assigned
- Participate in all mandatory trainings and undertake any training and professional development as required to ensure effective work

Required Qualifications:

- Must become a Mandated Reporter
- Must pass a background check; No pending criminal cases or prior convictions for sexual assault, child abuse, or domestic violence
- High School Diploma/GED required. Bachelor’s degree preferred or significant experience working with high-risk, street-involved individuals
- Firsthand knowledge of the specific the Little Village, Pilsen, and/or the Brighton Park community area and knowledge of current street conflicts
- Valid Illinois Driver’s License, insurance, and good driving record
- Access to a vehicle

Qualifications:

- Bilingual Spanish/English preferred
- Excellent verbal communication skills, and ability to communicate effectively in writing
- Experience or training in crisis intervention preferred
- Willingness to learn and commit to the principles of nonviolence, restorative justice and trauma-informed practices
- Experience working on a team

How to Apply:

Please submit the following materials to Victoria App, at VictoriaA@newlifecenters.org:

- Cover letter indicating your experience and interest in the position

- Resume
- List of two to three references with contact information (Minimum of 2 Professional and 1 Personal, Email and Phone number included)

Please submit your application materials as MS Word or PDF attachments. Include all attachments in a single email. Please include, "NLC Street Outreach Mentor" in the subject line of your email.

New Life Centers provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. New Life Centers complies with applicable federal, state and local laws governing nondiscrimination in employment in every location in which the company has facilities.