



**HQ provides a safe and affirming space for youth to find rest, build connections and pursue their passions to realize their dreams.**

<b>Position Title:</b> Member Specialist + Communications Coordinator	<b>Reports To:</b> Drop-In Manager	<b>Status:</b> Part-time, (32 hrs/week)
<b>Position Summary</b> The Member Specialist is responsible for engaging members and supporting them in moving from crisis to connection. This person will be responsible for ensuring daily drop-in events are welcoming, inclusive and safe for all members. As Communications Coordinator, this person will provide communication support to the organization in messaging and championing the mission of HQ with potential and existing supporters. This role is responsible for maintaining HQ's social media presence and organizing external publicity events.		
<b>Responsibilities</b> <ol style="list-style-type: none"><li>1. Relational<ol style="list-style-type: none"><li>a. Ensure that HQ's environment is welcoming, supportive, inclusive and safe for members, staff, volunteers, community partners and donors.</li><li>b. Build meaningful and trusting relationships with youth that help move them from crisis to connected.</li><li>c. Model and promote HQ's philosophy of care, which includes Positive Youth Development, Trauma Informed Care and Harm Reduction.</li><li>d. Ensure all communication is consistent with HQ's mission, vision, and inclusion expectations.</li></ol></li><li>2. Service Delivery<ol style="list-style-type: none"><li>a. Quickly assess, recognize and intervene in possible safety compromises, difficult conversations and escalating behaviors.</li><li>b. Support youth in identifying goals and connecting them with resources.</li><li>c. Maintain HQ's social media presence and increase exposure to community through various media outlets.</li><li>d. Support Development activities including, but not limited to: semi-annual appeals, group tours, major donor support, corporate matches, direct mailings and third-party events.</li></ol></li><li>3. Management<ol style="list-style-type: none"><li>a. Provide clear communication to the HQ team on current trends, behaviors, and issues arising in the drop-in space.</li><li>b. Show initiative in identifying, communicating and intervening in potential space, culture, and/or capacity concerns.</li><li>c. Support marketing and communication strategies (social media, other electronic and print) for intentional and targeted delivery and consistent brand development.</li><li>d. Oversee volunteers/interns/youth ambassadors as appropriate.</li><li>e. Represent HQ at community events.</li><li>f. Participate in regular personal development and team meetings.</li></ol></li></ol>		

**Qualifications + Experience**

## 1. General Requirements

- Experience in youth engagement or a bachelor's degree in human services.
- Basic understanding of the community's nonprofit and donor landscapes
- Exceptional communication skills (verbal and written) with diverse audiences and experience speaking in front of groups
- Able to prioritize and multitask in fast-paced, chaotic environment.
- Demonstrate the ability to solve problems, analyze systems and data, and make suggestions for improvement
- Must pass all required background checks and driving record
- Must be able to work in all weather conditions
- Must be able to perform moderate physical work

## 2. Preferences

- Background working with people who have experienced homelessness, trauma and/or mental health/substance use concerns and knowledge of de-escalation techniques.
- Basic understanding of the community's social service landscape.
- Bilingual: Spanish/English, ASL; preferred but not required.
- Marketing and/or social media experience

## 3. Additional requirements

- Availability for professional development activities outside of regular work hours
- Support other initiatives, strategies and duties as assigned by leadership.

**Equal Opportunity Employment:**

HQ is an equal opportunity employer who strongly desires to build a team that accurately represents the diversity of our target population.

We embrace differences in race, color, nationality, religion/culture, gender identity/expression, sex, marital status, sexual orientation, socioeconomic status, military status, or ability.

**To Apply:**

Email your cover letter and resume to [HR@HQGR.org](mailto:HR@HQGR.org)