



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

Position Title: Member Specialist + Volunteer Support	Reports To: Drop-In Manager	Status: Part-time, (30 hrs/week)
Position Summary The Member Specialist is responsible for engaging and building relationships with members while supporting them in moving from crisis to connected. This person will be responsible for ensuring the culture of drop-in is welcoming, inclusive and safe for all members. As Volunteer Support, the person will identify, train and support drop-in volunteers for the benefit and growth of HQ. This role is also responsible for developing strategies which help move volunteers into deeper and more meaningful relationships within HQ.		
Responsibilities <ol style="list-style-type: none">1. Relational<ol style="list-style-type: none">a. Ensure that HQ's environment is welcoming, supportive, inclusive and safe for members, staff, volunteers, community partners and donors.b. Build meaningful and trusting relationships with youth that help move them from crisis to connected.c. Model and promote HQ's philosophy of care, which includes Positive Youth Development, Trauma Informed Care and Harm Reduction.d. Recruit, train, and engage HQ's volunteer team, addressing any issues which may arise.2. Service Delivery<ol style="list-style-type: none">a. Quickly assess, recognize and intervene in possible safety compromises, difficult conversations and escalating behaviors.b. Support youth in identifying goals and connecting them with resources.c. Build relationships with the volunteer team to ensure they have adequate skills and training to engage meaningfully with youth.3. Management<ol style="list-style-type: none">a. Provide clear communication to the HQ team on current trends, behaviors, and issues arising in the drop-in space.b. Show initiative in identifying, communicating and intervening in potential space, culture, and/or capacity concerns.c. Oversee drop-in volunteers, providing regular feedback on performance and intentionally building deeper relationships.d. Represent HQ at community events.e. Participate in regular personal development and team meetings.		

Qualifications + Experience

1. General Requirements

- Experience in youth engagement or a bachelor's degree in human services.
- Experience engaging, training and/or managing diverse volunteers.
- Able to prioritize and multitask in fast-paced, chaotic environment.
- Ability to pass all required background checks.
- Comply with the agency's written employment policies.

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.

3. Physical requirements

- Must be able to work in all weather conditions.
- Must be able to perform moderate physical work, exerting up to 50 pounds of force occasionally and 10-20 pounds frequently.
- Must be able to work under stress and be able to respond to emergencies/crisis which can include physical intervention of aggressive behavior.

4. Additional requirements

- Availability for professional development activities and community events 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