



YOUTH COORDINATOR JOB DESCRIPTION

Position Summary:

The Youth Coordinator supports the ongoing administration of the Care Coordination protocols for Commercially Sexually Exploited Youth (CSEY). The Youth Coordinator acts as the single point of contact for the referrals to care coordination and works collaboratively across multiple systems to ensure effective service delivery, survivor support, and coordinated responses. This position plays a critical role in facilitating communications and collaboration among community partners, investigatory entities, and service providers to support both investigative processes and long-term, survivor-centered care, regardless of case status.

Position Title: Youth Coordinator

Reports to: Director of Care Coordination

Schedule: On call, nights, weekends and holidays must be available.

Classification & Compensation: The Youth Coordinator is classified as a regular, non-exempt, hourly, full-time employee (40 hours per week). Paid on a bi-monthly basis per Center policy. Eligible for all paid holidays, Paid Time Off (PTO), Therapy Services (EAP), health insurance benefits (medical, dental, vision), and paid mileage reimbursement. In-person position based in El Paso, Texas with some regional travel as needed.

Key Job Duties and Responsibilities:

- Actively receive and respond to calls from the toll-free hotline 24 hours a day, 7 days a week.
- Collecting demographic data and entering information into Electronic Health Record system.
- Collect, track, and report required information to Director of Care Coordination for grant reporting.
- Follow Care Coordination Team (CCT) protocols to obtain consent and initiate services for youth victims.
- Notify CCT members of recovery or identification, or if child receives a score of Clear Concern on the CSE-IT.
- Coordinate Rapid Response Meetings (RRM) and Service Status Meetings (SSM) which include notifying, scheduling, facilitating and documenting meetings which capture all decisions and actions plans to distribute to appropriate parties.
- Communicate and collaborate with multidisciplinary partners including DFPS, law enforcement, advocates, and other service providers.

- Ensure CSE-IT screenings are completed and documented for every youth.
- Support trauma-informed, and survivor-centered service planning with Advocacy team.
- Provide educational presentations to community partners on Care Coordination and the use of the CSE-IT.
- Establish partnerships with community agencies.
- Participates in continuing education programs as required by the Center's personnel policies.
- Performs other assignments as determined by the Director of Care Coordination, which may include supporting other PDNCOH staff, activities, or clients.

Minimum Qualifications:

- Must be 18 years of age or older.
- A high school diploma or equivalent.
- Customer service experience preferred but not required.
- Good time management, strong communication, organization, and problem-solving skills.
- Ability to read, write, and speak both English and Spanish is required.
- Valid driver's license, car insurance and available daily transportation.
- Knowledge of all Microsoft Office products (Excel, Word, PP, etc.) preferred but not required.
- Ability to meet background check requirements prior to hire per state law.

Other Job-Related Items:

The Paso del Norte Center of Hope is an Equal Opportunity Employer.

All Center of Hope employees must consent to a formal criminal background check and child abuse registry verification prior to commencing employment.

This job description should not be construed to imply that the above requirements are the only duties and responsibilities for this position. All Center staff may be required to carry out additional duties, acquire related job skills, and/or perform other related work as the Center's needs dictate.

Personal & Professional Conduct:

The first responsibility of all Center of Hope employees is to ensure the safety, welfare, and dignity of the individuals in the Center's care, and to serve as positive role models for them. More specifically, as it relates to the Center of Hope, victims of human trafficking through both residential and non-residential services. Each staff member must exemplify the highest standards of personal, professional, and ethical conduct, and abide by the Code of Conduct set forth in the Center's Personnel Policies.