

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8167100

Youth Support Coordinator 1, Grade 18	8167100
Youth Support Coordinator 2, Grade 21	8167200
Youth Support Coordinator 3, Grade 23	8167300
Youth Support Coordinator 4, Grade 25	8167400

Brief Description of Class Series

Youth Support Coordinators mentor and guide youth in residential facilities operated by the Division for Juvenile Justice and Opportunities for Youth (DJJOY) and in Community Multi-Services Office (CMSO) programs. They are responsible for the supervision, evaluation, and guidance of youthful offenders, juvenile offenders, or at-risk youth referred to OCFS. They frequently communicate face-to-face with individual youth and their families.

These positions are only classified at the Office of Children and Family Services (OCFS).

Distinguishing Characteristics

Youth Support Coordinator 1: full performance level; performs the full range of tasks that comprise the evaluation, placement, supervision, and mentoring of youth in DJJOY residential facilities and CMSOs.

Youth Support Coordinator 2: first supervisory level; supervises a team of lower-level Youth Support Coordinators, Youth Support Specialists, and Youth Support Assistants involved in directing, guiding, and providing daily care and supervision of youth.

Youth Support Coordinator 3: second supervisory level; administratively supervises several teams headed by Youth Support Coordinators 2 under the general direction of a Youth Support Coordinator 4, Youth Facility Assistant Director or other higher-level staff; plans, develops, and oversees support and guidance programs.

Youth Support Coordinator 4: managerial level; oversees several CMSOs in an assigned region and administratively supervises a large number of professional staff to ensure compliance with DJJOY policies and procedures; monitors operations through site visits and staff meetings; provides technical support.

Illustrative Duties

Youth Support Coordinator 1

When assigned to a residential facility:

Develops, implements, and monitors programs for resident youth.

- Receives and shares information about each resident and his/her progress with facility staff, using this information to develop and implement viable strategies.
- Directs Youth Support Specialists to implement each resident's approved plan of action, through verbal and written instructions.

Plans, organizes, and conducts individual and group discussions.

- Interviews youth to assess their individual needs, capacities, educational level, family circumstances, behavioral problems and aspirations.
- Gathers and evaluates information necessary to create a newly admitted youth re-entry file and develop a case plan.
- Prepares and presents case analyses, recommending educational programming, or vocational training as appropriate based on assessments and interviews.
- Discusses the programs available at the facility and the youth's abilities and desires concerning appropriate programming.
- Conducts a portion of the basic orientation for a group of new youth by orally explaining the facility's rules, regulations and programs so that the youth can understand the facility's purpose, programs and population.

Guides youth in adjusting to a facility's programs by identifying problems that affect the youth's behavior and attitudes and by developing an appropriate rehabilitation program.

- Meets with a youth weekly to discuss either the youth's progress and attitudes or any particular problem within the facility which may affect the youth's progress in adjusting to the facility or in selecting an appropriate program.
- Updates and adjusts planning activities as necessary throughout the youth's stay based on an evaluation of the youth's progress and needs.

Serves as a member of the facility's residential program group, or decision-making body.

- Participates in the development and/or revision of policies, procedures, and practices.
- Presents concerns and problems to the group and recommends solutions.

Develops, maintains, and submits required records and reports.

- Reviews intake and admission case material; ensures material is complete and contains all information required by OCFS policies and procedures.
- Maintains a youth development log for each youth on his/her caseload.
- Prepares and submits court summaries and narrative reports for placement and permanency hearings.

Physically restrains youth when necessary, in accordance with OCFS and DJJOY safety guidelines and protocols.

Attends training in restraint guidelines, protocols and techniques.

May supervise Youth Support Specialists and Youth Support Assistants.

- Provides supervision, guidance, and oversight to subordinate staff, and intervenes and resolves problems as necessary.
- Schedules, assigns, and oversees staff assignments.
- Approves leave and tracks time and attendance.
- Reviews, monitors, and evaluates staff performance.
- Prepares and completes performance evaluations.

When assigned to a CMSO:

Collaborates with all stakeholders, including OCFS facility staff and the Department of Corrections and Community Supervision (DOCCS).

- Visits and interviews juvenile offenders in post-sentencing detention to prepare them for admission to an OCFS facility.
- Participates in support team meetings.

- Completes a home assessment on each youth following facility placement.
- Collaborates with staff in developing a discharge plan.

Coordinates support and services for resident youth and their families.

- Participates in the development and updates the integrated community support plan for each youth.
- Facilitates the involvement of the family/caregiver in integrated support team meetings.
- Completes the community portion of the re-entry plan for youth prior to release.

Performs community case management and facilitation of supports and services for youth and their families.

- Reviews DOCCS' conditions of release and formulates the safety plan with the youth and family.
- Engages all stakeholders including schools; family/caregiver; and local districts, to develop and encourage participation in the community support plan which provides goals to promote success for the youth in the community.
- Advocates for the youth and family to ensure their access to services following discharge.

Collaborates with other stakeholders to develop and sustain community initiatives which support public safety and promote successful transition of youth in OCFS custody to the community.

- Works with OCFS Bureau of Detention staff to arrange regular visits to detention sites.
- Works with family and youth advocates to link families and caregivers of youth in OCFS custody and care to supports.
- Provides technical assistance, collaboration, and support to local and regional jurisdictions regarding Juvenile Detention Alternatives Initiative.

Works with stakeholders who are involved with the Transition Center.

- Reviews each youth's progress with team members from the home facility to ensure proper placement in a Transition Center.

- Serves as liaison between the youth's home facility and the Transition Center; ensures the transfer of all documentation.

Physically restrains youth when necessary, in accordance with OCFS and DJJOY safety guidelines and protocols.

Attends training in restraint guidelines, protocols and techniques.

Youth Support Coordinator 2

May perform all of the same duties and functions as a Youth Support Coordinator 1.

When assigned to a residential facility:

Supervises Youth Support Coordinators 1 involved in directing, guiding, and providing daily care and supervision of youth.

- Assigns and explains cases to staff.
- Provides training and orientation to new staff in OCFS/DJJOY philosophy, programs, procedures, rules and regulations and those of the facility.
- May directly assist staff in handling the most difficult cases.
- Observes the actions of staff to determine if further training is necessary.
- Reviews case history reports and other documents prepared by staff to ensure compliance with applicable protocols.
- Completes annual performance evaluations.

May represent and carry out the duties and responsibilities of the Youth Facility Director, Youth Facility Assistant Director, or Youth Support Coordinator 3, in their absence.

May perform additional support tasks such as coordinating educational opportunities, arranging for building maintenance, ordering and requisitioning supplies, ensuring meals are served to residents, and arranging for special events.

When assigned to a CMSO:

Supervises Youth Support Coordinators 1 and other community service team (CST) members.

- Establishes tasks and standards for all CST staff.

- Schedules regular meetings with individual staff members and the CST as a whole to identify and address problems and concerns.
- In collaboration with the Bureau of Personnel and on-site staff, provides an orientation to OCFS for new employees.
- Completes annual performance evaluations.

Ensures that the CST's policies, procedures and practices comply with OCFS policies and procedures and are fully implemented.

- Assigns and reviews cases with Youth Support Coordinator 1 staff.
- Establishes staff schedules and monitors staff's adherence to these schedules.
- Chairs all case review meetings.

Collaborates with all stakeholders, including OCFS staff, State and local providers, youth, families, and voluntary agencies, to identify and support the implementation of best practices; overcomes impediments to implementation; and facilitates the resolution of outstanding problems.

- Establishes and maintains contact with youth, their families, and caregivers in the region.
- Works closely with family support and advocacy groups.
- Participates in support team meetings.
- Collaborates with State and local jurisdictions to identify and address problems with policy implementation and delivery of services to youth and their families/caregivers.

Establishes and ensures implementation of CST administrative priorities.

- Develops and implements budget and fiscal practices that comply with OCFS budget and fiscal policies and procedures.
- Advises his or her supervisor of the administrative needs of the CST and suggests how they might be met.

Participates in developing and implementing the OCFS Office of Community Partnerships' management and program systems.

- Attends supervisor meetings to discuss field office operational concerns and reach consensus about how to address them.

- May represent the Office of Community Partnerships at meetings of stakeholders.

Youth Support Coordinator 3

May perform all of the same duties and functions as lower-level Youth Support Coordinators.

When assigned to a residential facility:

Develops, plans and directs support and guidance programs for resident youth.

Reviews youth referrals to DJJOY facilities to determine if they are appropriate.

Writes and implements procedures for the uniform and systematic evaluation and placement of youth.

Meets with court staff, school administrators, teachers, community groups, and social agencies to discuss residential facilities' programs.

Administratively supervises and trains Youth Support Coordinators 2 and lower-level staff involved in directing, guiding, and providing daily care and supervision of youth.

When assigned to a CMSO:

Manages and oversees CSTs, headed by Youth Support Coordinators 2, for the agency's Office of Community Partnerships.

- Ensures that CST operations are consistent with OCFS' goals, policies, and procedures.
- Makes certain CMSO staff resources are used efficiently and effectively.
- Manages fiscal resources responsibly.
- Identifies problems and areas of concern and recommends solutions to higher-level managers.
- Ensures that staff adhere to established internal controls and that American Correctional Association standards are met.
- Assigns priority to assignments and sets deadlines for completion of each assignment.
- Identifies problems with staff performance and implements corrective action.

- Selects training programs that will improve staff performance and directs staff to enroll in them; ensures staff participate in mandated training.
- Completes annual performance evaluations.

Reviews and analyzes information to guide the work of CSTs.

- Periodically conducts a statistical review of CST caseloads and trends in the populations served by the CSTs; reports workload concerns.
- Acts as liaison between the CSTs and other OCFS staff.
- Ensures that the CSTs assume responsibility for youth, as directed.

Completes special assignments, as directed by the Associate Commissioner and other managers in DJJOY's Office of Community Partnerships.

- Participates in meetings about each assignment.
- Prepares reports, correspondence and other written material.
- Collaborates with community partners and stakeholders to ensure that services are provided to youth and their families.

Youth Support Coordinator 4

May perform all of the same duties and functions as lower-level Youth Support Coordinators.

Provides general management, oversight, and supervision for a regional Community Partnership Office and its programs.

- Monitors assigned community service operations to ensure consistency with DJJOY goals, policies, and procedures.
- Implements systems to address specific operational areas, such as revocations and unusual incident reports.
- Develops, reviews and revises policies and procedures.
- Coordinates activities and provides technical assistance and policy direction to community-based organizations with a role in treating OCFS youth.

Gathers, reviews, and analyzes information about youth under community supervision, as directed by higher-level managers.

- Works with other Office of Community Partnerships staff on questions arising from population trends in his/her request.
- Monitors day placement, foster care and independent living programs in the region to ensure that resources are being used effectively and efficiently.
- Reviews progress of youth to make certain they are moving through OCFS day placement and community service programs in accordance with established time frames and expectations.

Administratively supervises professional staff within a region.

- Develops and implements processes to ensure that CSTs are documenting contacts with youth and taking appropriate action in response to problems or concerns.
- Schedules and conducts staff meetings.
- Identifies problems with staff performance and initiates corrective action.
- Completes annual performance evaluations.

Minimum Qualifications

Youth Support Coordinator 1

Open Competitive: six years of direct counseling, educational, clinical, or supervisory experience in prevention, protection, or rehabilitative programs for individuals between the ages of 10 and 21 years of age who are considered to be “juvenile delinquents,” “youthful offenders,” or youth residing in a residential setting, including those diagnosed with mental or developmental disabilities, mental illness, or addictions who could potentially become involved in the juvenile justice system. An associate degree in a human services field substitutes for two years; a bachelor’s degree in a human services field for four years; or a master’s degree in a human services field for five years.

Youth Support Coordinator 2

Promotion: one year of permanent service as a Youth Support Coordinator 1.

Youth Support Coordinator 3

Promotion: one year of permanent service as a Youth Support Coordinator 2.

Youth Support Coordinator 4

Promotion: one year of permanent service as a Youth Support Coordinator 3.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 5/2024

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