Youth & Senior Services Coordinator

Classification: Full-Time, Non-Exempt
Pay Rate: $23.00 per hour
Location: San Ysidro, CA – In Person

Mission Statement

Casa Familiar's mission is to enhance the quality of life for people living in underserved and underrepresented communities.
Values: Respect, Integrity, Familia, Culture, and Community.

About This Position

The Youth & Senior Services Coordinator is a frontline community services professional responsible for delivering culturally responsive programming and direct support for youth ages 13–17 and seniors living in a HUD Section 8 housing community in San Ysidro. This hands-on, relationship-driven role supports safe and welcoming community spaces, mentorship, benefits access, digital inclusion, outreach, and connection to resources. The Coordinator works directly with residents, families, staff, and community partners to reduce barriers, strengthen protective factors, and support meaningful participation across youth and senior services.

Key Responsibilities

Youth Services

- Facilitate daily after-school programming for youth, including mentoring, leadership development, recreation, academic enrichment, and social-emotional learning activities.
- Build trusting, supportive relationships with youth using trauma-informed, strength-based, and culturally responsive approaches.
- Supervise youth during on-site programming and off-site field trips, maintaining participant safety, engagement, appropriate boundaries, and positive behavior management.
- Provide case management support and connect youth and families to appropriate internal and external resources as needed.
- Support family engagement, outreach, youth recruitment, enrollment, and ongoing participant communication.
- Maintain accurate attendance, program records, surveys, case notes, and other documentation needed for program and grant reporting.
- Collaborate with program staff and community partners to ensure youth programming meets quality, safety, confidentiality, and organizational standards.

Senior Services

- Coordinate and support on-site senior programming, including workshops, social activities, informational sessions, and other activities tailored to older adults.
- Provide bilingual (English/Spanish) assistance to seniors with benefits enrollment and navigation, including Medi-Cal, Medicare, SSI/SSDI, CalFresh, and housing-related services.
- Provide basic technology assistance with smartphones, tablets, email, video calls, online forms, telehealth platforms, and benefits portals.

- Assist seniors with appointment scheduling, document organization, and referrals to internal and external community resources.
- Maintain accurate participation, service outcome, referral, and case documentation to support reporting, grant compliance, and continuous improvement.
- Support outreach and engagement efforts to increase participation among seniors and their caregivers within the housing community.

Cross-Program Responsibilities

- Maintain accurate and timely documentation, data entry, case notes, attendance, referrals, and other required program records across youth and senior services.
- Protect participant confidentiality and uphold Casa Familiar policies, program safety requirements, professional boundaries, and ethical standards.
- Promptly report safety concerns, incidents, suspected abuse or neglect, and work-related injuries in accordance with Casa Familiar policies and applicable reporting requirements.
- Coordinate with the Youth and Senior Services Manager regarding participant needs, program concerns, follow-up, and service referrals.
- Participate in required trainings, team meetings, community events, outreach activities, and organizational initiatives.
- Contribute to a welcoming, respectful, culturally responsive, and inclusive environment for residents of all ages.

Education & Experience

- High school diploma or equivalent required; Associate's or Bachelor's degree in social services, human services, education, community development, or a related field preferred.
- At least one year of experience working with youth, older adults, families, community programs, case management, social services, or a related setting preferred.
- Experience working in underserved, multicultural, or community-based settings strongly preferred.

Qualifications

- Bilingual English/Spanish required.
- Strong interpersonal and communication skills and the ability to build trusting relationships with youth, seniors, families, and community partners.
- Ability to work independently, manage multiple responsibilities, maintain accurate records, and meet deadlines.
- Comfort assisting participants with forms, benefits navigation, technology, referrals, and other service needs while maintaining appropriate confidentiality and boundaries.
- Ability to respond calmly and appropriately to participant concerns, behavioral issues, safety incidents, and other situations requiring escalation to a supervisor.
- Basic proficiency with email, Microsoft Office, online forms, data entry systems, and common technology used for program administration.
- Valid Driver's License required, with a driving record that meets Casa Familiar's insurance requirements.

Physical Requirements & Work Conditions

This position requires sitting at a desk or workstation, walking, standing, climbing stairs, hearing, speaking, and the ability to lift up to 25 lbs. The employee must be able to bend, kneel, or crouch as needed to support youth

programming and walk for extended periods during programs and community outreach. Driving between locations and occasional evening/weekend work may be required depending on the program and organizational calendar. A background check is required. In compliance with federal law, all persons hired must verify identity and employment eligibility in the United States.

To Apply

Please submit a current resume and cover letter to HR@casafamiliar.org and include your first and last name, along with the position title for which you are applying, in the email's subject line. Applications will be reviewed on a rolling basis until the position is filled.

Benefits

- Medical, dental, life, and vision insurance
- 403(b) retirement plan – Casa contributes 3% of annual income
- Paid Bereavement, Vacation, Sick Leave, Jury Duty, and Time Off
- 12 paid holidays (subject to change)
- Wellness days (6 per year)
- Winter break (subject to change)

Casa Familiar does not discriminate in employment, recruitment, compensation, termination, promotion, or any other condition of employment against any employee or job applicant on the basis of race, religion, color, national origin, ancestry, marital status, political affiliation, age, sex, gender, sexual orientation, military/veteran status, physical or mental disability (including perceived disability), medical condition (including cancer-related), pregnancy, genetic information, gender identity or expression, or any other category protected by federal, state, or local law, as those categories now exist or may be amended in the future.