



About:

At Project Youth OC (PYOC), our mission is to meet young people at a turning point and, through guidance, education, and family-centered support, empower them to build a path toward success. As one of Orange County's longest-standing and most effective youth-serving organizations, PYOC provides prevention, intervention, mentorship, and parent enrichment programs that strengthen families, expand access to resources, and keep at-risk youth in school, healthy, and connected to opportunity. Every day, and in every role, our staff contribute to this mission by delivering individualized, culturally responsive services that uplift youth and caregivers, serving more than 1,500 young people and families each year through our commitment to empowerment, collaboration, accountability, and community connection.

Role: Program Specialist

Program: Project Self

Department: Youth Development Programs

Location: Santa Ana, CA

Reports to: Manager of Youth Development Programs

Classification: Non-exempt Full Time

Salary Range: \$45k-\$55k

Eligibility: Authorization to work for any employer in the United States is required.

Summary:

Project Youth OC provides transformative youth programs that break cycles of poverty and justice system involvement by promoting education, career development, and community engagement. The **Program Specialist** is an entry-level position that plays a key frontline role in supporting the **Project Self: Pathways** program by delivering direct services, providing individualized case management, assisting with workshops and experiential learning opportunities, and connecting students and caregivers to essential resources. Working closely with program leadership and senior staff, this role helps guide high school students toward postsecondary education, meaningful career pathways, and long-term success.

You'll be responsible for:

Case Management Support:

- Conduct youth and caregiver intake meetings using approved assessment tools to ensure accurate, supportive, and youth-centered information gathering.
- Provide ongoing case management support to youth and caregivers by offering referrals to community resources and maintaining consistent follow-up.



- Manage a **caseload of approximately 25–30 clients**, reviewing progress regularly with your supervisor to identify needs, challenges, or adjustments.
- Document all client interactions and referrals in accordance with Project Youth OC standards, and seek support from the Senior Program Specialist or supervisor as needed.
- Complete all case management duties assigned by your supervisor with professionalism and a positive, team-focused attitude.

Data Collection and Evaluation Support:

- Maintain accurate and timely case documentation in **Salesforce**, ensuring all notes, referrals, and updates reflect the services provided.
- Support data integrity by collecting all required client evaluations (pre-, post-, and follow-up assessments) and submitting them within required timelines.
- Assist interns and volunteers with basic data tasks as directed by your supervisor or Senior Program Specialist.
- Complete all data-related responsibilities assigned by your supervisor with attention to detail and a willingness to learn.

Program Support:

- Assist in the facilitation of Project Self workshops and experiential learning events by preparing materials, co-facilitating sessions, and supporting youth engagement.
- Contribute ideas that enhance youth development, career readiness, and program service delivery.
- Model positive communication and professionalism, seeking guidance from senior staff when navigating challenging situations.
- Complete all program support duties assigned by your supervisor with a collaborative and solutions-oriented approach.

Outreach Support:

- Participate in outreach events and presentations as assigned, sharing information about Project Self and representing Project Youth OC in the community.
- Support the preparation of outreach materials and coordination of event logistics with program staff.
- Provide friendly, accurate information to community members and follow up on inquiries as needed.
- Complete all outreach-related duties assigned by your supervisor with enthusiasm and professionalism.

You must have:



- **0–2 years of experience** in youth programs, case management support, education, or related fields.
- Strong interpersonal and communication skills, with the ability to build rapport with youth and caregivers.
- Good organizational skills and the ability to manage multiple tasks and deadlines.
- Ability to work effectively with diverse populations, including youth, parents/caregivers, schools, and community partners.
- Willingness to learn and navigate digital tools, including case management systems like Salesforce.
- A commitment to empowering youth and supporting their academic, personal, and career goals.

It's an added plus if you have:

- Coursework or a degree in **Education, Human Services, Sociology, Criminology, Counseling, Social Work**, or a related field.
- Experience in youth engagement, workshop facilitation, or community programming.
- Familiarity with **Salesforce** or similar data systems.

You'll be successful if:

You get things done

You keep your cool under pressure and know how to prioritize your responsibilities. And when you need help, you're not afraid to ask.

You are client-centric

You dive into every detail to ensure that every client/volunteer who steps in the door feels a touch of personal care and presence. You are willing to go above and beyond to make each experience special and love stepping outside the box with the creativity to do so.

You are highly organized and detail-oriented

You prioritize well and can manage important projects, schedules, and communications in an orderly fashion. You can handle and prioritize several projects at once.

You are trustworthy and professional.

You've proven you're equipped to handle and maintain confidential information. Even if no one else were in the office, you'd work just as hard and as meticulously.

You're a team player.

You can coordinate efforts with many different internal and external departments to get the job done right. You use sound judgment and intuitive analysis. And you know to follow up to ensure



everyone's on the same page. You're confident in your skills and not afraid to speak your mind, but you know how to put the team first.

You believe in the future of Project Youth.

You take your responsibilities seriously; the success of this role is critical to our organization's growth.

Why Choose Project Youth OC?

You'll have a career that truly makes a difference in the lives of young people and their families. You will join a team committed to doing the work and challenging each other to be an organization where everyone is respected and heard. You'll experience a culture committed to providing genuine opportunities for people to thrive. You'll receive quarterly personal and professional development opportunities. You'll receive generous vacation and 14 paid holidays off in addition to a week in December! You'll qualify to receive comprehensive health insurance (and we pay 100% of your employee contribution premiums for medical, dental, vision, AND basic life insurance), 403(b) retirement plan with 3% match.

WORK ENVIRONMENT:

The environmental conditions described are representative of those that an employee must meet to successfully perform the job's functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Routine office environment.
- Routine independent travel.
- Frequent travel to program sites.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Job Description may be subject to change to meet the needs of the organization.

Your employment with PYOC is "at will," meaning that either you or PYOC may end your employment at any time and with or without cause.