



## **Youth Programs Manager**

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified.

**POSITION SUMMARY:** provide case management services to homeless youth in coordination with other programs.

### **QUALIFICATIONS:**

- Bachelor's degree in Behavioral Science, Social Services, or related field (or equivalent experience and training).
- One year experience as a manager directly supervising staff in a social services agency preferred.
- Two years counseling or case management experience with at-risk youth preferred. Experience working with families and/or school systems preferred.
- If you are required to drive a Community Works vehicle for your position: you must have a good driving record and a valid driver's license.
- If you are required to drive your personal vehicle for agency business more than 3 times an average month for your position: you must have a good driving record, a valid driver's license, and personal auto insurance with required personal liability minimum as mandated by Community Works insurance carrier. (Current personal liability amounts for Bodily Injury are \$100,000 each person, \$300,000 each occurrence).
- Must successfully pass a Background and Abuse Check.

### **SKILLS AND ABILITIES:**

- Ability to handle confidential information concerning the Agency, clients, and program organizational plans, policies, and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Must be culturally competent and sensitive.
- Understanding of child and adolescent development issues.
- Familiar with asset building.
- Familiar with the Positive Youth Development Model.
- Familiar with community resources and ability to support youth in accessing these resources.
- Good time management skills and ability to meet deadlines.
- Good computer and work processing skills.
- Good written and verbal communication skills.
- Good problem solving and coaching skills.
- Ability to provide effective crisis intervention with youth and families.
- Ability to relate and work effectively in collaboration with other agencies.
- Ability to work in a cooperative team approach in delivering comprehensive services to youth and families.
- Ability to gather information and access client's background and needs.
- Ability to explore and access community resources.
- Ability to work independently and with minimal supervision.
- Ability to work collaboratively with other personnel or professionals.
- Ability to make sound decisions in accordance with agency policy, procedure and protocol while working in the field with clients.

**ESSENTIAL FUNCTIONS:** (The essential functions below include tasks that are integral to job performance and fundamental to accomplishing the job.)

### **Coordinator Responsibilities:**

- Closely monitor program budgets in conjunction with the Director of Business Services of changes or trends that impact the directorate.

- Provide supervision and oversight to the case management team: Transitional Living Case Manager, and Truancy Reduction Case Manager.
- Advise the Director of Business Services on concerns that involve safety issues, the agency's exposure to liability, public relations, excessive expense, or any other form of revenue loss (risk management).
- Responsible for the day-to-day administrative functioning with the assistance of the Director of Business Services, and the Director of Human Resources.
- Communicate legal, ethical, and other issues to staff.
- Work within the parameters of grants and contracts.
- Prepare reports and documentation required for the Director as needed.
- Ensure that the program is in compliance with contractual requirements and OAR's.
- Coordinate with the appropriate agency representative regarding issues such as HR, training, and with the Director of Business Services to ensure compliance with relevant standards.
- Participate in interviewing of potential new staff.
- Develop and maintain relationships with community organizations and represent the Directorate to our community partners.
- Coordinate and/or participate in all required staff development and training activities.
- Participate in supervision with the Director of Business Services as required.
- Ensure that landlord communication and compliance is monitored.

#### Direct Services:

- 50% of work time is in providing direct services to clients.
- Provide intake and assessment, case management, and coaching for homeless youth.
- Ensure that clients meet the criteria for Youth Program services.
- Provide on-going case management and written documentation of case notes, monthly stat sheets, service updates, and all other mandatory reporting.
- Provide appropriate referral to other agencies, as needed.
- Provide crisis coverage, crisis intervention, and follow all procedures as outlined.
- Create and implement a short and long-term service plan for each client, to assist youth to become self-sufficient and independent.
- Assist appropriate youth to acquire stable living situations and monitor their progress.
- Assist youth in identifying and utilizing community resources.
- Maintain regular, ongoing contact with each client.

#### Indirect Services:

- Complete all client record documentation including assessments, service plans, service plan reviews, discharge reports, and aftercare plans.
- Provide service notes for all direct services with 72 hours of delivery.
- Maintain client files per program protocols.
- Develop and maintain relationships with community organizations to meet needs of clients.
- Conduct regular client reviews of caseload.
- Attend team meetings as required.
- Provide client data for tracking information on a daily and weekly basis.
- Participate in all required staff development and training activities.
- Responsible for grant administration including but not limited to financial oversight, grant writing and collaboration with community partners.
- Provide supervision to direct reports.

#### Other Responsibilities:

- Adhere to ethical standards and best practice standards.
- Work closely with Dunn House staff and advocates to utilize funds to assist with housing services.
- Maintain clear and appropriate communication with other staff.
- Adhere to policies and procedures of the agency and Mentoring services.
- Promote the Agency in a positive manner to fellow employees, to our volunteers, and to people in the community.
- Maintain confidential information concerning the Agency, clients, and program organizational plans, policies, and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Participate in continuous quality improvement process for program evaluation including client record reviews, client surveys, and outcome measures.

- Maintain a positive, professional demeanor at all times with colleagues, volunteers, community partners, and community members.
- Adhere to the requirements of grant/contracts.
- Provide a safe physical and emotional environment for clients in the program.

Position Name: Youth Programs Coordinator

Department: Youth & Family Services

Supervisor: Program Director

Revision Date:

FTE: 0.85       Exempt     Non-Exempt

Position #: 1435-870CW

Position Open: Until Filled

Send your cover letter and resume to be considered for this position.

Please include the position name and position number  
in the subject line of your email and in your cover letter.

For open positions, check our website at [www.community-works.org](http://www.community-works.org)

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