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## Emergency Services Program Manager

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**Our New VISION** All youth feel safe, accepted, and supported.

**Our New MISSION** The Bridge for Youth centers youth voice, justice, and equity in all we do, and empowers youth experiencing homelessness through safe shelter, basic needs, and healthy relationships.

**Our New VALUES**

Patience - We give space for youth to make decisions on their own timeline in their own way. Love and Caring - We believe in acceptance, empathy, and non-judgment. Communication - We engage in intentional dialogue to understand each other's truths. Integrity - We actively learn, grow, and change to align our actions in equity and justice. Co-Creation - We seek connection to amplify the voice of youth and each other. Community - We stand together for youth and for each other.

### Position Information

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**Position:** Emergency Services Program (ESP) Manager    **Job Type:** Full-Time

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**Classification:** Exempt    **Reports to:** Program Director

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**Posting Date:** July 29, 2022    **Closing Date:** Open until filled

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**Compensation:** 68k – 77k annually depending on qualifications

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### Position Overview

The Bridge for Youth (BFY) centers youth voice, justice, and equity in all we do, and empowers youth experiencing homelessness through safe shelter, basic needs, and healthy relationships. For over 50 years, BFY has been at the forefront of addressing youth homelessness in Minnesota, positively impacting the lives of the most vulnerable youth in our community, through youth-centered programs that offer a pathway out of poverty and chronic homelessness.

The ESP Manager is directly responsible for the development, implementation, and management of Resilience House, a 24/7/365 emergency shelter for youth experiencing homelessness youth ages 10-17; Gloria's Place, a 24/7/365 emergency shelter for pregnant or parenting youth experiencing homelessness ages 15-17 and their child ages 0-3, and the Youth Response Center (YRC), a 24/7/365 call and text resource support line. Resilience House and Gloria's Place are both facilities licensed by Department of Human Services (DHS) with programming focused on family reunification. The ESP Manager assures the physical, emotional, and psychological well-being of youth during their involvement with BFY.

This position oversees supervisors who are directly responsible for program delivery, coordination, logistics, supervision of programs, and program staff. Responsibilities also include the training, supervision, development, and person-centered support of staff and teams working these programs. This position requires operating within a framework of agency vision, mission, values, culture, and goals, including team commitment and intentional collaboration across BFY programs and administration.

### We ask all staff to:

- ✓ Lead within a framework of agency values, philosophies, and goals, including team commitment and cooperation across BFY services and programs
- ✓ Emulate and enthusiastically promote the organizational culture as defined by the identified values statements and racial justice and equity opportunities of BFY
- ✓ Leads in building upon and strengthening a culture of establishing and nurturing relationships
- ✓ BFY believes in team, collaboration, and constantly developing a supportive and caring environment for each other. Sometimes we are asked to lean in above and beyond our position description and we enthusiastically do so

### Key Responsibilities

#### ***Programmatic – Emergency Services***

- Provide professional leadership, direction, and management to the Resilience House, YRC, and Gloria’s Place (Emergency Services) program staff, including direct oversight of supervisors, volunteers, and interns working in these program areas
- Manage the day-to-day operations of Emergency Services, Crisis Line and Text4Help, ensuring high utilization activities align with, and adhere with all DHS licensing requirements
- Collaborate and co-create in the development of BFY emergency services program design and implementation, including strengthening aftercare supports
- Collaborate and co-create with other BFY program managers in the coordination of activities and delivery of services, including coordination of staff schedules
- Assist in the development of and provide oversight to Emergency Services programmatic evaluations, and the collection of data for grants, reports or other agency needs
- Report regularly and seek consultation from Program Director as required
- Professionally interact and collaborate with outside agencies and service providers to refer and to ensure that a continuum of care for the youth and their families is provided
- Create, develop, and carry out specific administrative program strategies and activities that coincide with the providing a sense of safety, security and stability for the youth and their families as needed create reports to reflect these activities
- Serve as a program liaison to county staff and child protection services

#### ***Supervision of Emergency Services***

- Provide professional leadership, direction, and management to supervisors who are responsible for service delivery, program coordination, and provide ESP staff supervision
- Serve as back up support to staff in shelter and housing programs needing assistance with youth as needed
- Ensure staff obtain needed professional development: onboarding (Bridgeway), guidance, supervision, support, and training in their responsibilities
- Ensure staff meet annual training requirements, as well as monitor and evaluate performance of program staff and volunteers
- Model and train Nine Guiding Principles of Youth Work, positive youth development, and other therapeutic strategies and techniques to BFY staff, interns, and volunteers, upon onboarding, ongoing and annually thereafter
- Achieve and maintain comprehensive and systemic youth engagement
- As appropriate, engage in positive working relationship with parents and other family members of the youth in program
- Monitor program delivery to ensure activities align, meet, and achieve contractual program outcomes and goals

- Modify and adjust programs, processes and/ or infrastructure where necessary to assure successful outcomes
- Ensure that youth case files are current, case management plans are followed, and that critical incident reports are routed to appropriate individuals and/or DHS
- Ensure that all programs are compliant in terms of county, state and federal regulatory requirements including but not limited to DHS, City of Minneapolis licensing, state and federal privacy laws, state and federal employment laws and Minnesota Department of Human Rights (MDHR) obligations

### ***Administrative Duties***

- Participate in administrative, team, and board meetings as scheduled
- Identify, implement, maintain, and coordinate professional development training required for staff, interns, and volunteers
- Assist with grants/contracts applications and reporting
- Assure the maintenance of program documentation, precise data collection, and timely reporting
- Regularly lead meetings and initiatives that contribute to the ongoing development and increased effectiveness and efficiency of the department
- Conduct applicant screening, interviewing and hiring for department staff
- Conduct employee performance reviews and stay interviews
- Manage program budgets

### ***Working Hours***

- Flexible schedule with ability to be flexible to accommodate needs of a 24/7/365 program
- Participate in on-call support rotation as scheduled offering support and consultation to staff for all programs by phone and occasionally on-site. Rotation of on-call duties is 24-hours a day for seven days, every 6-8 weeks, Tuesday – Monday 5pm-8am

### **Qualifications**

#### ***Required***

- Must have a minimum four years of demonstrated program management and supervisory experience
- Sensitivity and knowledge of racism with a demonstrated commitment to racial justice
- A proven leader committed to advancing BFY vision, mission, values, and guiding principles, as well as demonstrated competencies in developing and leading a high performing team
- Ability to maintain confidentiality with sensitive information and confidential matters
- Ability to plan, direct and review the work of others with confidence and clarity
- Organized and works well under pressure and manage multiple projects/deadlines
- Experience working with youth who are homeless, youth of color, LGBTQ, sexually exploited, pregnant/parenting
- Direct service and leadership experience in most of the following: housing programs (shelter, transitional, supportive), family reunification, nine guiding principles, therapeutic milieu, youth engagement, healing informed / trauma responsive care through the lens of racial and gender equity
- Exceptional written, verbal, and interpersonal communication skills with a commitment to positive, truthful, and purposeful communication
- Must have excellent listening and interpersonal relationship skills
- Position requires ability to sit for extended periods of time with close vision
- Intermediate knowledge of Microsoft Office applications (Word, Excel, Access, PowerPoint, and Outlook) as well as Client Record Management (CRM) and human resource software systems

- Must clear a background check
- Must have a valid driver's license, satisfactory driving record and insurance limits of \$100,000/\$300,000
- Bachelor's degree in psychology, social work, marriage and family therapy or related clinical human services field

***Preferred Qualifications***

- Master's degree in human services, social services, or other human services related field

**To Apply**

Submit cover letter and resume to **resume@bridgeforyouth.org**

*The Bridge for Youth is an Equal Opportunity Employer committed to embracing diversity and individuality and opposed to practices which discriminate on basis of race, gender, sexual orientation, religion, handicap, disability, age, or nationality. We apply this policy of unbiased consideration not only to our employment practices, but also to any contractual opportunities. We are further committed to taking affirmative action to ensure these opportunities are accessible to individuals who meet the qualifications, and we encourage all interested parties to apply. EEO/AA*