
Outreach & Supportive Services Manager

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

Position: Outreach & Supportive Services (OSS) Manager

Job Type: Full-Time

Classification: Exempt

Reports to: Program Director

Posting Date: April 26, 2023

Closing Date: Open until filled

Compensation: 63K – 70K depending on qualifications

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 OSS Manager is directly responsible for the development, implementation and management of BFY's non-shelter, outreach and supportive programs grounded in the 9 Guiding Principles of Youth Work including: Specialized case management; street, site-based, and mobile outreach; Juvenile Detention Alternatives Initiative (JDAI); youth leadership and engagement (Youth Advisory Board), support groups. The OSS Manager supervises and support staff working these programs in a manner that aligns with a liberatory culture. This position requires operating within a framework of agency values, philosophies, and goals, including team commitment and cooperation across BFY services and programs.

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

Benefits

- Competitive health, dental, vision and ancillary benefits
- Company paid life insurance and long-term disability
- 403b (immediate contribution and vesting) with up to 4% match after one year of employment
- Up to 20 days of PTO first year of employment, in addition to 15 paid holidays
- Pet friendly

Key Responsibilities

1. Program

- Ensure Minnesota Department of Human Services (DHS) licensing and other licensing compliance
- Provide professional leadership, direction and management to OSS program staff, volunteers and interns working in OSS program areas
- Manage the day-to-day operations of OSS programs and services, including specialized case management; street, site-based, and mobile outreach; Juvenile Detention Alternatives Initiative (JDAI); youth leadership and engagement (Youth Advisory Board) and support groups
- Ensure OSS activities align with, are delivered to, and are in support of youth participating in BFY's emergency shelters and housing programs
- Identify and participate in the development and delivery of outreach activities for the agency
- Develop and implement a plan to grow the Youth Advisory Board and "So What if I Am" support group; to include but not limited to implementation of annual work plan and oversight of member engagement and participation
- Develop and implement a plan to grow the Mobile Youth Outreach Center (MYOC) to meet the needs of the youth and partners in community based on evaluation findings. To include but not limited to implementation of annual work plan and oversight of engagement and participation
- Collaborate in the development and implementation of OSS programs that compliment and provide non-shelter services that address the needs of youth and provide continuity of services
- Collaborate with other BFY program managers in the coordination of activities and delivery of services, including coordination of staff schedules
- 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
- Serve as a program liaison to county staff and child protection services
- Positively and professionally represent BFY in all communications with youth, their families, referral sources, other professionals, at events and in other venues

2. Supervision of Direct Services

- Serve as back up support to OSS staff needing assistance with youth as needed
- Model and train Nine Guiding Principles of Youth Work, positive youth development, and other therapeutic strategies and techniques
- As needed, engage in positive working relationships with parents, other family members, and employers of youth participating in OSS programs
- Monitor program delivery to ensure OSS activities align, meet, and achieve contractual program outcomes and goals
- Ensure that case files are current, case management plans are followed, and that critical incident

reports are routed to appropriate individuals and/or DHS

3. Administrative Duties

- Participate in internal and community meetings as scheduled
- Regularly lead meetings and initiatives that contribute to the ongoing development and increased effectiveness and efficiency of OSS programs services
- Identify, implement, maintain and coordinate professional development training required for OSS staff and OSS program volunteers. Collaborate with peer managers and Clinical Director to (re)design and implement a wholistic training program for direct service staff
- Conduct applicant screening, interviewing, and hiring of OSS staff; conduct employee performance reviews and stay interviews.
- Convene team regularly to plan, collaborate, provide supports, mentorship, and consultation; hold weekly or biweekly check ins with individual team members to do the same
- Report regularly and seek consultation from Program Director as required
- Oversee the maintenance of OSS program documentation, data collection, and reporting; meet the deliverables of programs
- Participate in evaluation as it pertains to OSS programming
- Participate as program expert in strategic and annual planning and advance the plans as it pertains to OSS program
- Contribute to annual budgeting process for program; manage OSS program expenses to budget
- Additional duties as assigned

4. Technology Skills Required

- Hands on knowledge of record keeping in a digitized environment, expertise in text messaging and other digital communication methods
- Equipment used - personal computer, electronic mail system, telephone, and cell phone
- Collaborate in navigation and operation of Text for Help and BFY crisis line for minor aged youth
- Proficiency with Client Records Management (CRM) systems

5. Working Hours

- Participate in on-call supervisor support rotation as scheduled offering support and consultation to staff for all programs by phone occasionally on-site. Rotation of on-call duties is 24-hours a day for seven days
- Commitment to working some nights and weekends as community and group activities are scheduled during these times

6. Physical Aspects of the Job

- The incumbent must be able to travel to attend agency meetings and events
- Position requires public speaking
- Must be able to lift up to 40 (forty) pounds at times

7. Qualifications:

Education & Experience:

- Required
 - At least two years of demonstrated program coordination and staff supervision
 - Ability to demonstrate commitment to diversity and inclusion
 - Demonstrated ability to work individually and with a team
 - Demonstrated confidence in transforming conflict, performance and behavior that is strengths based
 - Demonstrates good communication skills orally and in writing

- Experience with and ability to work with Microsoft Office applications (Word, Excel, Access, PowerPoint and Outlook) as well as Client Record Management (CRM)
 - Must have a valid driver's license, access to reliable transportation with automobile insurance liability amounts to be \$100,000 of bodily injury liability protection per person and \$300,000 for bodily injury per accident
 - Must clear a background check and successful reference review
- Preferred
 - Lived experience
 - Bachelor'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