



Assistant Program Manager

How to Apply: Submit resume and cover letter to resume@bridgeforyouth.org.

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 VISION All youth feel safe, accepted, and supported.

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: Assistant Program Manager	Job Type: Full-Time
Classification: Non-Exempt	Reports to: Program Director
Posting Date: 1/16/2024	Closing Date: Open until filled
Compensation: \$50,000 - \$63,000 annually; salary commensurate with experience	Location: Mostly on-site required with some opportunity for remote work.

Working Hours: Flexible schedule with ability to be flexible to accommodate needs of a 24/7/365 program. Commitment to working some nights and weekends as community and group activities are scheduled during these times. Participate in on-call 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.

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, The Bridge 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 Assistant Program Manager (APM) is a key member of the program leadership team at BFY. The APM reports to the Program Director, but also serves as a key member of the Supportive Housing and emergency services team in administratively assuring continuity and consistency in data management, scheduling, training and compliance with organizational policies and procedures, as well as DHS requirements. Additionally, the APM participates in hiring and training, provides supervision and guidance to On Call staff and manages supplies and food orders.

Benefits Information

- **\$500 after 6 months of employment; \$1000 after 12 months of employment; \$1500 after 18 months of employment.**
- 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

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.

Essential Responsibilities:

Programs – Emergency Services & Housing

- Management in Emergency Services
- Management in Supportive Housing
- Support the day-to-day operations of Emergency Services and Housing programs, Crisis Line and Text4Help, ensuring high utilization activities align with, and adhere with all DHS licensing requirements
- Coordinate day to day logistics, such as food ordering, menu planning, supply orders, operations requests and maintain a food safety certification
- Develop the schedule for emergency services and supportive housing, while program managers provide oversight and manage the schedule
- 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
- 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
- Serve as back up support to staff in shelter and housing programs needing assistance with youth as needed
- Additional duties as assigned

Supervision

- Provide professional leadership, direction, and management to on-calls
- Ensure on-calls obtain needed professional development: onboarding (Bridgeway), guidance, supervision, support, and training in their responsibilities
- Ensure on-calls meet annual training requirements, as well as monitor and evaluate performance of on-calls

- Model and train Nine Guiding Principles of Youth Work, positive youth development, and other therapeutic strategies and techniques to all BFY staff, interns, or volunteers
- Support in the monitoring of program delivery to ensure activities align, meet, and achieve contractual program outcomes and goals

Administrative Duties

- Assist Program Director and Vice President of Program in Emergency services and supportive housing programs as necessary and assigned
- Participate in Program Leadership and Management team, board meetings and community meetings as scheduled
- Regularly lead meetings and initiatives that contribute to the ongoing development and increased effectiveness and efficiency of programs services
- Maintain open, productive communication with Data & Evaluation Manager regarding data tracking needs and billing
- Run reports, monitor programmatic trends, and communicate such to program managers and director according to internal processes
- Provide administrative support to program managers in emergency services and supportive housing to ensure consistency in and adherence to compliance related activities, such as policies and procedures, case documentation and trainings
- Identify, implement, maintain and coordinate professional development training required for all staff and program volunteers
- Conduct applicant screening, interviewing, and hiring of on-calls
- Conduct employee performance reviews including goal setting
- Conduct regularly scheduled check-ins with direct reports to plan, collaborate, provide supports, mentorship and consultation
- Assist as needed with grants/contract applications and reporting
- Report regularly and seek consultation from Program Director as required
- Participate in program evaluation
- Manage payroll of direct reports
- Contribute to annual budgeting process
- Additional duties as assigned

Required Qualifications

Required

- Minimum of 3-5 years of progressively responsible experience in staff supervision and management of principle-based programs for youth experiencing homelessness, including those who identify as BIPOC, LGBTQ+ and are pregnant and/or parenting
- Demonstrated passion for and commitment to BFY mission
- Demonstrated commitment to diversity, equity, and inclusion
- Lead with a high level of confidentiality, boundaries, ethical standards, and conduct
- Strategic and forward-thinking, problem solving, communication, time management, decision making, knowledge of legal and statutory compliance, organizational skills, and ability to work with others internally and externally
- Ability to communicate and build, strong effective working relationships with people across the organization
- Must clear a background check

- Must have excellent written and verbal skills
- Must have a valid driver's license, satisfactory driving record and insurance limits of \$100,000/\$300,000
- Bilingual Spanish written and spoken preferred
- Experience in a similarly situated nonprofit preferred
- Advanced experience in Microsoft Office applications (Word, Excel, Access, PowerPoint and Outlook) as well as CRM and human resource software systems
- Hands on knowledge of record keeping in a digitized environment, expertise in text messaging and other digital communication methods
- Equipment used - computer, electronic mail system, telephone, and cell phone

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 in Microsoft Office Suite and Client Records Management (CRM) systems

Preferred

- Lived experience
- Bachelor's degree in human services, social services, or other human services related field

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.