



Curator of Culture & Training (Assistant Program Manager)

Our Mission

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.

Our 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-judgement.

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.

Our Commitment to Racial Justice & Equity

Position Information

Position: Curator of Culture & Training	Job Tyle: Full-Time
Classification: Exempt	Reports to: Vice President of Programs
Posting Date: 9/30/24	Closing Date: 10/13/24
Compensation: \$50k - \$63k per year	
Location: 100% on-site with occasional flexibility to work remotely as approved by supervisor	
Working Hours: A mix of daytime, evening, and weekend hours; flexible to prioritize the 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.	

Position Overview

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 Curator of Culture & Training at The Bridge for Youth is a critical role in the overall success of the vision and mission the organization. This role is key to onboarding new staff so that they are prepared and eager to perform their jobs The Bridge way. This role will be responsible for ensuring that staff are trained and supported so they are properly and consistently implementing programing in the manner as aligned with the 9 Guiding Principles of Youth Work; The Bridge's policies, practices, and procedures; and in compliance with licensing and funder requirements. Additionally, this role will be expected to be a part of programming so that they can evaluate, mentor, and support staff in properly and consistently providing services to the highest standard.

Success in this position will look like strong program delivery outcomes, a thriving organizational culture & well-being, and retention of staff.

Benefits Information

- Competitive health, dental, vision, and ancillary benefits.
- Company-paid life insurance and long-term disability.
- 403b (immediate contribution & vesting) with up to 4% match after one year of employment.
- Up to 4 weeks 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.
- Lead 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

Culture

- Embrace and emulate a strengths-based and trauma-responsive employee culture so that staff are able to show up as their true and authentic self, free of harm, conflict, or oppression. This is a “liberation is love” culture
- Ensure that program staff provide high-quality, fair, racially just, culturally relevant, and accessible services for youth
- Foster a team and cross-organizational culture that is consistent with the organization’s guiding principles and values
- Partner with Human Resources to ensure compliance with agency EEO Plan and organizational policies
- Develop and maintain a diverse work force, assuring equitable, sensitive, and respectful treatment by and toward all employees

Training

- Develop expertise in the organization’s policies and procedures to assure compliance with county, state and federal regulatory requirements including but not limited to Minnesota Department of Human Services (DHS) Licensing, City of Minneapolis licensing, state and federal privacy laws, state and federal employment laws and Minnesota Department of Human Rights (MDHR) obligations; ensuring staff meet all annual training requirements
- Ensure employee training programs align with the organization’s culture, mission, vision, & values, and the 9 Guiding Principles of Youth Work. Make updates to trainings where this can be strengthened

- Coordinate program-wide training programs in collaboration with team members, such the Vice President of Programs, Program Director, Program Managers, Supervisors, Racial Justice & Equity Manager, and Human Resources
- Review existing training programs to identify gaps and implement new modules to address these gaps. Seek and leverage feedback from employees to improve training programs
- Design and produce engaging learning content, including e-learning modules, videos, presentations, and other educational materials. Stay updated on industry trends, best practices, and new technologies in learning and development to enhance training programs
- Maintain records of training programs conducted across the organization in compliance with The Bridge for Youth practices, licensing entities, and funder requirements
- Identify, implement, maintain, and coordinate professional development training required for all staff and program volunteers
- Analyze training needs in assigned situations utilizing data and metrics to determine the difference between the actual and desired performance. Analysis may include interviews, surveys, and observation of performance

Performance Assessment and Coaching

- Provide staff with needed professional development: onboarding (Bridgeways), guidance, supervision, support, and training in their responsibilities.
- Build and maintain positive relations with program leadership and direct service staff to uncover and respond to employee needs. Be the “pulse of understanding” for direct service staff
- In a timely manner, identify and respond to employee requests for support, guidance, and mentorship. Work collaboratively and communicatively with human resources where appropriate
- Conduct regularly scheduled check-ins with program staff to plan, collaborate, and to provide supports, mentorship, and consultation
- Perform regular direct service staff performance assessments and co-create / monitor performance goals
- Provide coaching to direct service staff in accordance with performance expectations and employee performance goals. Provide guidance and support to employees regarding learning opportunities, career development, and professional growth
- Shadow staff and provide real-time mentorship while on the floor

Administration

- Participate in Program Leadership and Management Team meetings, board meetings, and community meetings as scheduled and assure attendance of relevant program staff members
- Regularly lead meetings and initiatives that contribute to the ongoing development and increased effectiveness & 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, Program Director, and Vice President of Programs 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 & procedures, case documentation, and trainings
- Conduct applicant screening, interviewing, and hiring of direct service staff
- Assist as needed with grants/contract applications and reporting
- Report regularly and seek consultation from Vice President of Programs as required
- Participate in program evaluation
- Contribute to annual budgeting process
- Additional duties as assigned

Qualifications/ Required Skills

- Minimum of 3 – 5 years of proven work experience in this or a similar role, such as human resources, training, management, supervision, or social work
- Bachelor’s degree in human resources, human services, social services, or other related field (preferred)
- Experience in managing similar programs in nonprofit organizations specifically
- 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, with strong problem solving, communication, time management, decision making, and organizational skills. Knowledge of legal and statutory compliance and ability to work with others internally and externally
- Excellent written and verbal communication skills. Ability to communicate and build strong, effective working relationships with people across the organization
- Extensive knowledge of Instructional Design theories and methods of implementing them
- Working knowledge of content authoring and delivery tools and e-learning platforms
- Advanced experience in Microsoft Office applications (Word, Excel, Access, PowerPoint, and Outlook) as well as CRM and online human resources platforms (timeclocks, timesheets, PTO, etc.)
- Hands-on knowledge of record keeping in a digitized environment
- Bilingual/Spanish - written and spoken (preferred)
- Must clear a background check
- Must have a valid driver’s license, satisfactory driving record, and insurance limits of \$100,000/\$300,000 per accident

To Apply

Submit cover letter, references, 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 hiring process, but also to recruitment, promotion, transfer, compensation, layoff, and termination. We are further committed to taking affirmative action to ensure our employment opportunities are accessible to individuals who meet the qualifications conducive to available positions, and we encourage all interested jobseekers to apply. EEO/AA.