



Emergency Services 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: Emergency Services Program Manager	Job Tyle: Full-Time
Classification: Exempt	Reports to: Program Director
Posting Date: 9/4/24	Closing Date: Open until filled
Compensation: \$67,000 - \$78,000 per year	
Location: 100% on-site with occasional flexibility to work remotely as approved by supervisor	
Working Hours: Flexible schedule with ability to be flexible to accommodate needs of a 24/7/365 program. Participates 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 Emergency Services Program (ESP) Manager is directly responsible for the development, implementation, and management of Resilience House, a 24/7/365 emergency shelter for youth experiencing homelessness 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) where calls and texts are answered 24/7/365. 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.

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

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
- Oversee 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
- 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 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

Supervision of Emergency Services

- Provide professional leadership, direction, and management to staff 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 (Bridgeways), 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 Emergency Services and OSS staff, interns, or volunteers
- 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 all programs and youth files 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
- Assist as needed 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
- Manage program budget

Qualifications/ Required Skills

- Must have a minimum four years of demonstrated program management and supervisory experience in 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
- Bachelor's or master's degree in youth development, nonprofit leadership, psychology, social work, or related human services field (preferred)
- 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
- Exceptional written, verbal, and interpersonal communication skills with a commitment to positive, truthful, and purposeful communication
- 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

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 job-seekers to apply. EEO/AA.