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## Program Director

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### 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

<b>Position:</b> Program Director	<b>Job Tyle:</b> Full-Time
<b>Classification:</b> Exempt	<b>Reports to:</b> Vice President of Programs
<b>Posting Date:</b> 9/12/24	<b>Closing Date:</b> Open until filled
<b>Compensation:</b> \$80k – \$95k per year	
<b>Location:</b> 100% on-site with occasional flexibility to work remotely as approved by supervisor	
<b>Working Hours:</b> A mix of daytime, evening, and weekend hours; flexible to prioritize the 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 and culturally-responsive programs that offer a pathway out of homelessness, including the most marginalized – minors, BIPOC, LGBTQ+, young families, and SEY.

The Program Director is responsible for operational leadership and management of the organization’s programs and program staff under the purview of the industry’s nine guiding principles, therapeutic milieu, youth voice, justice, and equity. The position assures staff are highly competent in, prepared for, and accountable to delivery of highly principled youth work. The Program Director curates a programmatic culture that is aligned with the vision, mission, and values set forth by the youth, staff, and Board of Directors of the organization.

The Program Director will provide programmatic oversight of grant and contract activities, compliance with federal, state, and local statutes, ordinances and regulations. This position assures adherence to policies, procedures, and practices of the organization and of its funders.

The Program Director involves programmatic fiscal planning, budgeting and management, as well as collaboration with the Vice President of Programs and the Finance team. This position works strategically and collaboratively with peer agencies within the Youth Services Network (YSN), collaborations and advisory committees and promotes the agency in the community, the state, and nationally.

### **Current BFY Programs**

BFY is a 24/7/365 programmatic operation, including the following:

- Emergency Shelter Program: Resilience House and Gloria's Place, Youth Response Center
- Housing: Marlene's Place (Transitional Living Program) and Rita's House (Supportive Housing)
- Outreach and Support Services: mobile, street, and site-based outreach, specialized care management, aftercare programming & support groups, and Youth Advisory Board
- Number of direct reports = 3 – 5
- Number of program staff = approximately 40

### **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**

Program Development & Management (40%)

- Implement organizational programs, in accordance with agency strategic planning, current best practices and the 9 Guiding Principles of Youth Work
- Assure progress to program outcomes as identified by the Bridge and its funders

- Assure program staff are entering data into the Client Records Management (CRM) and other data tracking tools in a timely, accurate, and consistent manner
- Under the direction of the Vice President of Programs, modify and adjust programs where necessary to assure successful outcomes and impact for youth
- Manage programmatic matters in a timely, thorough and responsible manner, including youth concerns or grievances
- Stay current with new research and trends in the field to inform program development, execution and improvements
- Ensure that all programs are compliant in terms of 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
- Develop a plan to achieve and/or maintain comprehensive and systemic youth engagement including an active Youth Advisory Board, youth participation in the board of directors, staff interviews, advocacy, tabling, speaking and outreach activities and youth surveys/feedback

#### Personnel (25%)

- Ensure that program staff and volunteers provide high quality, fair, racially just, culturally relevant, accessible services for youth
- Foster a team and cross-organizational culture that is consistent with the organization's vision, mission, values, and Racial Justice & Equity Statement
- Hold program leadership accountable to their – and their team members' – responsibilities for effective and impactful programmatic delivery
- Partner with Human Resources to ensure compliance with agency EEO Plan and organizational policies
- Develop and maintain a diverse and representative work force. Manage in ways that maximize the potential of all workers by assuring equitable, sensitive and respectful treatment by and toward all employees
- Promote organization's Racial Justice & Equity Statement as well as all related organizational initiatives
- Provide staff with needed professional development: onboarding (Bridgeway), guidance, supervision, mentorship, support and training in their responsibilities. Ensure staff meet their annual training requirements, and all necessary documentation is in place
- Monitor and evaluate performance of program staff and volunteers
- Ensure program leadership and direct service staff follow agency policies and procedures, as well as all paperwork, records, and documentation are maintained satisfactorily and consistently by all staff
- Conduct regular planning meetings with program leadership and direct service staff and integrate celebration, team building, and growth opportunities
- Manage personnel matters in a timely, thorough and responsible manner consistent with agency policies, procedures, and practices, including employee concerns or complaints
- Collaborate with the Clinical department to administer a mutually impactful intern program and with the Development department to involve program volunteers

#### Administration (25%)

- Participate in the organization's annual and strategic planning
- As a part of the leadership team, act as an internal consultant to bring attention and solutions to organizational priorities
- As it pertains to your department, cooperate with President, Vice President of Programs, and Finance Director in annual budgeting and planning in alignment with organization's strategic plan and annual priorities
- Oversight of program budget and responsible for monitoring and supporting / coaching program managers in effective and responsible spending of organizational resources of both general operating and restricted grant and contract funds
- Collaborate with the Development and Evaluation departments as it relates to program grants and contracts in an accurate and timely manner, including creating internal reports, contributing program information to proposals & reports, and assuring progress to outcomes
- Under the direction and guidance of the Vice President of Programs, monitor, update and implement systems and procedures necessary for efficient and impactful operations and compliance with local, state, federal and funder financial requirements

#### Community Relations (10%)

- As a part of the leadership team, act as an internal consultant to bring attention and solutions to organizational priorities
- Oversight of program budget and responsible for monitoring and supporting / coaching program managers in effective and responsible spending of organizational resources of both general operating and restricted grant/contract funds
- Collaborate with the Development Department to administer grants and contracts related to programming, including prospecting funding opportunities, application process, monitoring progress to outcomes, data management, budget supervision and timely reporting
- Monitor, update and implement systems and procedures necessary for efficient and impactful operations and compliance with local, state, federal and funder financial requirements
- Communicate success and outcomes
- Represent agency through participation in community groups, networks and coalitions as designated by the Vice President of Programs

#### Qualifications/ Required Skills

##### Required

- Minimum of 4 years of experience working with youth experiencing homelessness, minors, BIPOC, LGBTQ+, young families, and/or sexually exploited youth in most of the following areas: housing programs (shelter, transitional, supportive), family reunification, 9 Guiding Principles, therapeutic milieu, youth engagement, healing-informed/ trauma-responsive care through the lens of racial and gender equality
- Minimum of 2 years of demonstrated leadership in staff supervision and program management

- Proven leadership committed to advancing vision, mission, and values, with demonstrated competencies in developing and leading a high performing, accountable team
- Bachelor's or master's degree in youth development, nonprofit leadership, psychology, social work, or related human services field (preferred)
- Must clear a background check
- Must have a valid driver's license, satisfactory driving record and insurance limits of \$100,000/\$300,000

#### Additional

- Sensitivity and knowledge of racism with a demonstrated commitment to racial justice
- Ability to maintain confidentiality with sensitive information and confident 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
- Exceptional written, verbal and interpersonal communication skills with a commitment to positive, truthful and purposeful communication; excellent listening and interpersonal relationship skills
- Position requires ability to sit for extended periods of time, close vision, ability to adjust focus and see color
- Must occasionally lift and/or move up to 40 (forty) pounds and occasionally required to climb or balance and stoop, kneel, crouch or crawl

#### Technical Skills

- Proficiency in Microsoft Office suite, client-based CRM, project planning software
- Equipment used: personal computer, electronic mail system, telephone, and cell phone.
- Proficiency with social media including Facebook, Twitter, LinkedIn, Instagram, YouTube, etc.
- Hands on knowledge of record keeping in a digitized environment, expertise in text messaging and other digital communication methods

#### To Apply

Submit cover letter, references, and resume to [resume@bridgeforyouth.org](mailto: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.*