



Emergency Services Program Director

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 Director	Job Type: Full-Time
Classification: Exempt	Reports to: Vice President of Programs
Posting Date: 9/8/26	Closing Date: Open until filled
Compensation: \$88k – \$98k per year <i>The Bridge for Youth utilizes an equitable & competitive compensation program and salary structure that includes regular Cost of Living Adjustments and raises. For this position, the salary range is \$88,000 - \$98,000 annually, depending on experience. This salary is non-negotiable beyond this range to counter pay inequality and uphold internal parity for salaries.</i>	
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. 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 one day per work week.	

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 – minor youth, BIPOC, LGBTQ+, young families, and sexually exploited youth.

BFY is a 24/7/365 programmatic operation. The Emergency Services Director provides operational and program leadership for Resilience House, BFY's emergency shelter for minors, and the Youth Response Center (YRC), BFY's 24/7 crisis response, intake, and referral hub. This position is accountable for oversight of safe, consistent, youth-centered services; strong program outcomes; effective day-to-day operations;

and coordinated crisis response across both programs, in compliance with the Minnesota Department of Human Services (DHS) rules & regulations.

This position leads and develops program managers, supervisors, and program teams; ensures high-quality crisis response, shelter services, documentation, data, licensing, and grant compliance; and maintains a regular presence in program spaces. The Emergency Services Director works within BFY's mission, values, Nine Guiding Principles of Youth Work, and a commitment to youth voice, justice, and equity.

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

Leadership & Operations

- Provide leadership that builds trust, strengthens team culture and drives positive organizational change through clear expectations, collaboration and accountability.
- Oversee day-to-day program operations, including safety, staffing, service consistency, utilization, and compliance with applicable licensing, regulatory, grant, contract, and BFY requirements.
- Lead continuous improvement of program design and implementation using youth voice, staff feedback, program data, current best practices, and organizational priorities.
- Collaborate with program leadership to coordinate services, staffing, youth transitions, resources, and agency-wide initiatives.
- Oversee program outcomes, documentation, data quality, incident trends, utilization, and grant or contract deliverables.
- Ensure meaningful youth engagement within program and regular opportunities for youth feedback, co-creation, leadership, enrichment, and skill-building.
- Maintain ongoing readiness for licensing reviews, grant monitoring, audits, site visits, and other regulatory or contractual reviews.
- Oversee and manage youth concerns or grievances in a timely, thorough, respectful, and responsible manner.

Emergency Services Responsibilities

- Oversee and ensure Resilience House maintains a safe, structured, supportive therapeutic milieu and delivers consistent shelter, crisis stabilization, family engagement, case management and therapeutic groups.

- Ensure the YRC provides timely, professional, and consistent response to crisis calls, texts, placement requests, screenings, intakes, referrals, and required follow-up.
- Oversee readiness and compliance related to the Basic Center Program, DHS and City of Minneapolis licensing, applicable federal and state requirements, and emergency-services grants and contracts.
- Oversee staffing levels, scheduling, on-call coordination, admissions, discharges, bed utilization, length of stay, and referral patterns to support safe and effective 24/7 operations.
- Ensure staff are prepared to respond effectively to crises, significant behavioral or emotional needs, safety concerns, victimization, and other complex situations using BFY policies and approved de-escalation practices.

Supervision & Staff Development

- Provide consistent, documented supervision to direct reports with clear expectations, deadlines, coaching, recognition, and follow-up.
- Collaborative as a member of the leadership team, bringing forward solutions to program and organizational priorities.
- Maintain an active presence in program spaces and serve as back-up leadership support during staffing challenges, complex youth needs, and significant incidents.
- Ensure managers and supervisors provide consistent supervision, coaching, communication, and accountability to their teams.
- Oversee training compliance and staff performance.
- Partner with human resources on recruitment, interviewing, hiring, onboarding, retention, performance management, and employee transitions.
- Model and reinforce BFY's values, Nine Guiding Principles of Youth Work, positive youth development, and relationship-based approaches in daily practice.
- Build a diverse, collaborative, and accountable workforce that provides fair, culturally responsive, accessible, and high-quality services.

Administration, Compliance & Quality Control

- Manage assigned program budgets, monitor spending, identify variances, and ensure expenses align with approved budgets, contracts, grants, and program priorities.
- Collaborate with finance, development, and monitoring & evaluation on budgets, proposals, reporting, outcomes, audits, and grant or contract compliance.
- Participate in annual planning, strategic planning, program leadership, administrative, board, funder, and community meetings as scheduled or assigned.
- Communicate emerging risks, barriers, significant incidents, and program needs to the Vice President of Programs (VPP) and develop timely plans to address them.
- Develop, update, and implement systems, procedures, and improvement initiatives that strengthen program quality, communication, efficiency, consistency, and accountability.

Community Partnerships

- Build and maintain effective relationships with county and state partners, schools, housing and service providers, health and mental health providers, community organizations, and other key stakeholders.
- Represent BFY in community groups, networks, coalitions, and collaborative initiatives as assigned by the VPP.
- Communicate program successes, outcomes, needs, and opportunities clearly to internal and external stakeholders.

Qualifications/ Required Skills

Required

- Minimum of five years of progressively responsible experience in youth services, homelessness services, housing, crisis response, human services, or a related field, including at least three years of demonstrated supervisory or program-management experience.
- Experience leading emergency shelter, crisis response, intake, family reunification, or services for minors is strongly preferred.
- Proven ability to lead and develop leaders and teams, establish clear expectations, manage performance, and build a collaborative and accountable work culture.
- Experience with 24/7 program operations, documentation, data, quality assurance, licensing, and grant or contract compliance strongly preferred.
- Demonstrated commitment to racial justice, equity, culturally responsive services, youth voice, and LGBTQ+ inclusion.
- Ability to plan, prioritize, direct, and review the work of others with confidence, clarity, sound judgment, and appropriate urgency.
- Highly organized and able to manage multiple priorities, deadlines, and changing needs within a 24/7 service environment.
- Exceptional written, verbal, interpersonal, and conflict-resolution skills with a commitment to positive, truthful, and purposeful communication.
- Proficiency with Microsoft Office and experience using client record management, data, and human resource systems.
- Must be 21 years of age or older
- Must not have been a resident of any BFY program within the last three years
- Must clear a background check
- Valid driver's license, satisfactory driving record and insurance limits of \$100,000 per person/\$300,000 per accident
- Position requires the ability to sit for extended periods, use close vision, and occasionally lift or move up to 40 pounds.

Preferred

- Lived experience similar to the youth served by BFY
- Bi-lingual (English-Spanish) with high proficiency of verbal and written skills
- Bachelor's or master's degree in youth development, nonprofit leadership, psychology, social work, public administration, or a related human services field

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.