



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 Type: Full-Time
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Classification: Exempt	Reports to: Emergency Services Program Director
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Posting Date: 9/15/26	Closing Date: Open until filled
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Compensation: \$67,000 - \$78,000 per year

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 \$67,000-\$78,000 annually, depending on experience. This salary is non-negotiable beyond this range to counter pay inequality and uphold internal parity for salaries.

Location: 100% on-site with occasional flexibility to work remotely as approved by supervisor

Working Hours: A mix of daytime and evening hours working Sunday – Thursday 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 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.

The Emergency Services Program (ESP) Manager provides leadership and operational oversight for Resilience House, BFY's 24/7/365 emergency shelter for youth ages 10-17, and the Youth Response Center (YRC), BFY's 24/7 crisis response, screening, intake, referral, and coordination hub. The ESP Manager ensures safe, consistent, youth-centered services; effective staffing and program operations; quality documentation and data; and compliance with licensing, grant, contract, and agency requirements.

The ESP Manager directly supervises designated Emergency Services supervisors and staff and works closely with Program Managers, Clinical Services, Monitoring & Evaluation, and agency leadership. This role requires sound judgment, timely follow-through, strong communication, and leadership aligned with BFY's mission, values, guiding principles, and commitment to youth voice, safety, stability, and healthy relationships.

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 leadership and operational management for Resilience House and the Youth Response Center (YRC), including oversight of supervisors, direct-service staff, interns, and volunteers.
- Oversee day-to-day Emergency Services operations to ensure safe, consistent, youth-centered services, appropriate staffing and coverage, effective utilization, and compliance with licensing, contract, grant, and agency requirements.
- Oversee YRC 24/7/365 crisis response, calls and texts, screening and assessment, intake and referral, placement coordination, documentation, and follow-up.
- Ensure YRC staff identify and document safety needs, housing instability, victimization concerns, and other service needs, and connect youth and families to appropriate resources.
- Oversee Resilience House intake, stabilization, individualized planning, family and supportive-adult engagement, skills and enrichment programming, discharge planning, and aftercare, pursuing family reunification when safe and appropriate.
- Lead continuous improvement of Emergency Services, including crisis response, stabilization, family engagement, discharge planning, and aftercare.
- Collaborate across BFY to coordinate services, staffing, referrals, and responses to complex youth and family needs.
- Monitor program outcomes, utilization, documentation, and data quality to meet grant, contract, audit, reporting, and agency requirements.
- Develop and regularly review procedures that strengthen safety, stability, consistency, accountability, and the youth and family experience.
- Serve as a primary Emergency Services liaison to county and community partners and represent BFY in program-related coordination and problem-solving.

Supervision of Emergency Services

- Provide direct supervision to Emergency Services supervisors and designated staff through clear expectations, regular supervision, coaching, feedback, accountability, and support.
- Maintain reliable staffing and coverage for 24/7/365 operations and coordinate vacancies, call-offs, and coverage gaps with supervisors and leadership.
- Review critical incidents and significant service concerns; ensure timely communication, documentation, debriefing, follow-up, and corrective action.
- Ensure staff complete effective onboarding and required role-specific training in program procedures, crisis response, documentation, safety practices, and related responsibilities.
- Monitor staff training, performance, attendance, conduct, and practice; complete timely performance reviews and address concerns with Human Resources and leadership.
- Model and reinforce BFY's Nine Guiding Principles of Youth Work, positive youth development, harm reduction, relationship-based practice, crisis intervention, and CPI verbal de-escalation.
- Ensure Emergency Services records and practices comply with applicable legal, licensing, privacy, contract, grant, and BFY policy requirements.

Administrative Duties

- Participate in leadership, program, team, and Board meetings as scheduled and provide clear updates on Emergency Services operations, risks, outcomes, staffing, and priorities.
- Support grant and contract implementation, monitoring, site visits, and reporting; ensure program commitments and deliverables are completed on time.
- Ensure timely and accurate documentation, data entry, file maintenance, and reporting; partner with Monitoring & Evaluation to address data quality concerns.
- Lead meetings, projects, and improvement efforts that strengthen service quality, staff effectiveness, coordination, and operational efficiency.
- Partner with Human Resources and leadership to recruit, select, onboard, and retain qualified Emergency Services staff.
- Manage assigned program budgets, monitor expenditures, and communicate anticipated needs, variances, or resource concerns.

Qualifications/ Required Skills

Required

- Minimum of four years of program management and supervisory experience in youth services, emergency shelter, crisis response, housing or homelessness services, family engagement, or a related human services setting.
- Minimum of two years of experience working with youth experiencing homelessness, housing instability, family conflict, crisis, or other significant barriers, including youth from diverse backgrounds.
- Sensitivity and knowledge of racism with a demonstrated commitment to racial justice
- Demonstrated leadership aligned with BFY's mission, values, racial justice and equity commitments, and guiding principles, with the ability to build supportive and accountable teams.
- Ability to maintain confidentiality with sensitive information and confidential matters
- Ability to set clear expectations, prioritize, delegate, make sound decisions, review performance, and hold staff accountable with consistency and respect.
- Strong organizational skills and the ability to manage multiple priorities, deadlines, and urgent situations in a 24/7/365 service environment.

- Strong written, verbal, and interpersonal communication skills with staff, youth, families, partners, and leadership.
- Working knowledge of Microsoft Office and client record/data systems, with the ability to learn BFY's required platforms.
- 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
- Must have a valid driver's license, satisfactory driving record and insurance limits of \$100,000 per person/\$300,000 per accident

Preferred

- Experience leading 24/7 crisis response, call/text, intake, referral, or coordinated access services for youth and families.
- 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, or 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 job-seekers to apply. EEO/AA.