



## Position Description

**JOB TITLE:** Program Manager; Drop-In Center  
**REPORTS TO:** Director of Programs  
**STATUS:** Full-time, exempt

### ORGANIZATION PROFILE

HOPE 4 Youth is a nonprofit organization located in Coon Rapids, providing pathways to end youth homelessness in our community. We focus on four key areas: (HOPE)

- Housing
- Outreach
- Prevention
- Education/Employment

HOPE 4 Youth grew out of a community effort to combat youth homelessness. In March 2013, HOPE 4 Youth opened our doors to the first drop-in center for youth experiencing homelessness in the north metro suburbs. In late 2016, we expanded our focus on long-term solutions to ending youth homelessness and opened HOPE Place, a transitional housing site for young people ages 18-24. Today we continue to grow our programs and expand opportunities for young people experiencing homelessness.

HOPE 4 Youth currently has 12 members on its Board of Directors, 20 staff, and a budget of \$1.7 million. HOPE 4 Youth is well respected and supported in the community and mobilizes over 250 volunteers to serve in a variety of ways.

### POSITION OVERVIEW

The Program Manager is responsible for oversight and management of the daily operations of HOPE 4 Youth's Drop-In Center serving homeless and at risk youth that is located in Anoka. The Program Manager also plays a key program team role providing direct service, case management, and housing navigation services to youth, and ensures all youth are supported, encouraged, and provided with the resources and help they need on their path towards independence and self-sufficiency. This position also has a lead role in recommending coordinated delivery of services and programming across all areas of the organization to ensure the best practices, procedures, and service delivery models are in place to achieve successful outcomes for the youth we serve.

## RESPONSIBILITIES AND DUTIES

- Oversee the daily operations of HOPE 4 Youth's Drop-In Center. This position will be a hands-on manager and will not only manage the day-to-day operations of the center, but will also be a key member of the program services team with the following responsibilities:
  - Provide direct assistance to youth at the Drop-In Center including access to food and personal hygiene supplies, clothing, showers, laundry, lockers, computers, vouchers for transportation assistance, and other services that are available
  - Complete intakes and assessments for new youth participants, be welcoming and supportive, and provide a tour and overview of the center and services offered
  - Provide youth with referrals to community resources and services
  - Assist youth with landlord relationships, developing potential housing options, and provide other housing navigation services
  - Provide mental, chemical, and sexual health information and education to youth
  - Assist youth in setting and achieving goals, and provide encouragement, support, and the resources needed to help them achieve independence and self-sufficiency
  - Maintain accurate client records and case notes, program statistics, and other data required by funding sources, while maintaining confidentiality and data privacy
  - Create a safe and supportive environment for all youth especially LGBTQ youth and those from racially marginalized groups
  - Clean, maintain, and monitor safety in the building, and order supplies as needed
  - Support the 24-hour crisis line in coordination with other program team members
- Directly supervise the Youth Services Coordinators working at the Drop-In Center
- Oversee the volunteer mentors and other Drop-In Center volunteers, and ensure they have the proper training and guidance
- Manage the staffing schedule and volunteer coverage at the Drop-In Center, and a schedule that ensures 24-hour coverage of the crisis line
- Attend all meetings and trainings as requested and required, including but not limited to trauma-informed care, safe-space training, YIPA Youth Intervention Certificate, mandated reporting, HMIS, etc.
- Network, attend meetings with community partners, and develop relationships with community agencies to refer youth for services
- Manage the administration of the state HMIS database and internal Client Track database, provide reports as needed for internal use or funders, and train new staff on these systems
- Play a lead role in recommending the coordinated delivery of services and programming across all areas of the organization to ensure the best interest and needs of the youth are being met
- As a member of the Program Team, recommend changes for the betterment of the organization's programs, and help ensure programming is grounded in best practices for serving the homeless youth in our community
- Other duties as may be assigned

## SKILLS AND QUALIFICATIONS

- Bachelor's degree in human services or related field, or equivalent combination of education and experience required
- Must have 3-5 years experience working with non-profits or a service organization; preferably working with and providing case management for at-risk or homeless youth ages 18-24
- Must have an understanding of youth homelessness, a commitment to the mission, and the ability to effectively articulate the values and mission of HOPE 4 Youth to others
- Ability to establish and maintain effective relationships with youth, families, and community service providers is needed
- Requires a firm grasp and understanding of effective crisis intervention and trauma-informed care
- Strong problem-solving skills and team building abilities are needed
- Must be proficient in MS Word and Excel, and be able to produce letters and reports of professional quality
- Experience with ClientTrack database and HMIS state database a plus
- Current driver's license and access to a vehicle are required
- Must be able to work a schedule that supports client and program needs and the hours our drop-in center is open (current open hours are Monday-Friday 11am-7:00pm)
- Must be highly responsive, with a positive attitude and ability to work cooperatively with different types of personalities
- Volunteers are an integral part of our work and culture at HOPE 4 Youth. All staff must embrace volunteers as an integral part of the organization, and be willing to manage, supervise, work alongside, and foster good relationships with volunteers
- Must be able to work effectively in a diverse, mission-driven agency committed to the principles of diversity, equity, and inclusion with respect to race, ethnicity, gender identity, sexual-orientation, socio-economic status, nationality, and religion

### To Apply:

Please send a cover letter and resume to [jfliflet@hope4youthmn.org](mailto:jfliflet@hope4youthmn.org). Position will be open until filled. Please contact Julie Fliflet at 763-323-2066 with any questions.

HOPE 4 Youth is an Equal Opportunity Employer of all people regardless of gender, race, culture, religion, ethnicity, protected veteran status and/or disability.