

Outreach & Youth System Manager

Community Shelter Board (CSB) seeks a non-exempt, full-time Outreach & Youth System Manager

Community Shelter Board is an award-winning non-profit organization leading a community effort to make sure everyone has a place to call home. We are seeking a professional, self-motivated team member who will be responsible for providing leadership, vision and support to partners that provide programs that serve people experiencing homelessness. These programs include services for youth (coordinated access and rapid response, transitional housing and rapid rehousing) and street outreach services.

You'll have the opportunity to work in a fast-paced environment in this full-time position, work with a dynamic Programs & Planning Team and lead the work with the Youth Advisory Board. Minimum qualifications are a Bachelor's Degree with competency in human services and 5 years program management experience or equivalent. A successful candidate is also strongly preferred to have experience working with people who experience homelessness and/or other vulnerable populations as well as having experience working in a not-for-profit setting.

CSB offers a competitive salary and a highly unique benefit package:

health, dental & vision insurance • employer-funded flexible spending accounts • life insurance
401(k) plan with up to 10% employer contributions • lifestyle spending account for personal growth
4 weeks paid time off • 10 paid holidays • hybrid work environment • healthy work/life balance
free parking • strengths-based culture • active diversity, equity & inclusion program
dynamic leadership development program

Learn more about CSB at www.csb.org. Interested applicants should submit resume and cover letter to hiring@csb.org by May 31, 2022. Community Shelter Board is an Equal Opportunity Employer and conforms to all applicable employment practices. We strongly encourage diverse applicants to apply.

Title of Position: Outreach & Youth System Manager

Pay Range: \$55,000 – \$65,000

Status: Non-Exempt, full-time

Benefits: Medical, prescription, dental, vision, life, disability, retirement plan, Section 125 cafeteria benefit plan, paid leave, lifestyle spending benefit for personal growth, paid holidays, hybrid work environment, active diversity, equity & inclusion program.

Reports to: Director of Programs & Planning

Unit: Programs and Planning Department

BASIC FUNCTION

- a. This position is responsible for overall management, improvement, and innovation of the Homeless Crisis Response System (HCRS) for youth, Street Outreach and other relevant CSB funded provider programs.

EFFECT ON END RESULTS

This position is primarily concerned with the achievement of the goals of the Continuum of Care and CSB by leading the development and implementation of a comprehensive, coordinated system to prevent youth homelessness or otherwise ensure homelessness among youth is rare, brief and non-recurring. This position will also focus on supporting Street Outreach in achieving the goals of reducing the traumatic effects of homelessness whenever possible.

**Community Shelter Board is an Equal Opportunity Employer
and conforms to all applicable employment practices.**

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ESSENTIAL DUTIES AND RESPONSIBILITIES

- 1) Manage self and position responsibilities in a manner which is congruent with CSB values, mission, policies, and procedures.
- 2) Provide support for CoC Youth Committee and Youth Committee activities related to youth HCRS collaborative planning, oversight, and development efforts.
 - a. Provide meeting support, including assistance with developing meeting agendas, securing space, logistics, scheduling, meeting notes, and communications.
 - b. Maintain up-to-date roster and distribution list of Youth Committee, core team, and Youth Action Board (YAB) members.
 - c. Oversee YAB activities, including managing consultant for YAB capacity development and technical assistance.
 - d. Manage posting and maintenance of web-based Youth Committee materials, notes, resources, etc.
- 3) Lead collective effort to establish and annually update a comprehensive, multi-year plan resulting in a youth HCRS that effectively prevents and resolves youth homelessness, in alignment with *A Place to Call Home* strategic framework.
 - a. Collaborate with other CSB staff, CoC Youth Committee members, YAB members, and community partners to undertake plan development and update activities.
 - b. Ensure timely completion of development activities and production of high-quality process materials and deliverables according to timeframes established by CSB leadership and the CoC Youth Committee.
 - c. Research and disseminate best practices and relevant research to support system development, including development of summary materials, in-person and remote training content, and other materials and resources.
 - d. Support additional analysis of housing and service needs of youth using quantitative and qualitative data.
- 4) Oversee all aspects of daily implementation of the youth HCRS, including youth-focused prevention, outreach, shelter, transitional housing, rapid re-housing, permanent supportive housing, and other youth-related housing and service interventions as indicated in the comprehensive system plan.
 - a. Support CSB funded programs to achieve outcomes and provide services per approved Program Description, Program Outcomes Plan, and in accordance with applicable CSB Administrative and Program Standards.
 - b. Lead development, execution, and oversight of system level policies and procedures, Memorandums of Agreement, and other system-improvement and management plans.
 - c. Develop and implement system continuous quality and performance improvement plans to ensure youth program and system outcomes are achieved and demonstrate positive movement and improvement from previous FY.
 - d. Provide technical assistance for implementing partners concerning system and program design, evidence-based and promising practices, and continuous performance and quality improvement.
 - i. Develop and deliver in-person and remote training for system partner agency staff concerning evidence-based and promising practices, CSB standards, and other relevant content.
 - ii. Develop high quality tools and resources to support system functioning and partner agency services.

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- iii. Provide technical assistance in a timely fashion, with documentation (e.g. summary correspondence) provided within seven days following assistance.
 - e. Lead provider level operational meetings, including developing meeting agendas, producing summary/action notes, and coordinating meeting scheduling and logics consistent with CSB standards.
 - f. Maintain active list of youth experiencing homelessness according to processes established by the CoC Youth Committee, including providing technical assistance to partners on active list data collection and maintenance standards.
 - g. Manage daily communications among and between partner agencies through system meetings, program meetings, and other methods as needed in order to improve system and programmatic practices and enhance provider relationships.
 - h. Maintain professional relationships with partner agencies focused on achieving system and program ends in an efficient and effective manner.
 - i. Promote youth system partnerships and continuous improvement through ongoing outreach and education efforts, including development of new strategic partnerships and resources to support youth system plan achievement.
 - j. Ensure youth HCRS and CSB funded programs compliance with annual budget.
- 5) Provides oversight and leadership to CSB funded Street Outreach Programs
 - a. Support CSB funded Street Outreach programs to achieve outcomes and provide services per approved Program Description, Program Outcomes Plan, and in accordance with applicable CSB Administrative and Program Standards.
 - b. Provide technical assistance to partner organizations including training, staff-onboarding, strategic planning, and implementation of programs
 - c. Provide leadership and support to Partner Agency with respect to Collaborative Outreach Team with goal of unifying key outreach partners in the community around re-housing, shelter linkage and critical services
- 6) Leads at the program level the planning and execution of the annual HUD Point-in-Time Count in collaboration with the Grants Administrator affiliated with the Continuum of Care (CoC) and the CoC Application Process.
 - a. Count is conducted during the last 10 calendar days at the end of January in accordance with HUD requirements and standards, CoC approved PIT count plan, and CSB data collection and reporting protocols.
 - b. Research evidence-based and promising practices for identifying, surveying, and analyzing the needs of youth facing homelessness.
 - c. Develop and implement new and enhanced approaches, tools, and PIT count strategies.
- 7) Provides leadership in Program & Planning Department training plans to support partner agency training needs & requests.
 - a. Provide partner agency with technical assistance and support to achieve outcomes and provide services per approved Program Outcome Plans.
 - b. Maintain all CEU files in accordance with Ohio Board of Social Workers and training renewal process if applicable
 - c. Work closely with Programs & Planning Department on annual training schedule aligned with plans outlined in A Place to Call Home Framework
 - d. Work with partner agency around trauma-informed approach to work with clients.
- 8) Provide ombudsman assistance for customers under age 25, customers living unsheltered or those with concerns about the youth HCRS and outreach services according to CSB administrative procedures.

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- 9) Assist with grants management and reporting activities associated with youth related programs.
- 10) Develop and maintain up-to-date Desktop Procedures for position, reviewing quarterly to make any necessary changes.

OTHER FUNCTIONS

1. Represent agency and participates in community coalitions, task forces, or other advocacy and leadership activities, as requested. (ex: City Homeless Protocol Meetings, COTA Safety Task Force, neighborhood meetings, Coalition for the Homeless, etc.)
2. Actively participate in annual reassessment planning of A Place to Call Home framework and work to execute areas responsible for in the plan.
3. Recommend and implement techniques to improve productivity, increase efficiencies, cut costs, takes advantage of opportunities, and implements state-of-the-art practices.
4. Keep abreast of current trends, evidence-based practices, and promising practices relevant to assisting youth who are at-risk of or experiencing homelessness.
5. Maintain complete and adequate files, records, and documentation according to administrative and program procedures and funder requirements.
6. Produce evaluation and monitoring reports according to administrative procedures, funder requirements, and as requested.
7. Actively participant in CSB and CSB Program and Planning Department staff meetings and trainings.
8. Effectively collaborate internally with other CSB staff to ensure best possible, timely work products.
9. Other duties and projects, as requested.
10. Contribute to an atmosphere of dignity, respect, and diversity, and adhere to CSB's Code of Conduct. Ensure equal treatment of others without regard to race, religion, color, national origin, ethnicity, ancestry, sex, sexual orientation, gender identity and expression, age, disability, veteran status, familial status, or socio-economic status.

JOB OUTCOMES MONITORING AND REPORTING

1. Provide a regular verbal update to supervisor during 1-1 meetings, per schedule established with supervisor.
2. Documented quarterly job performance discussion with supervisor.
3. Maintain weekly updated project management spreadsheet

KEY LEADERSHIP COMPETENCIES

1. Demonstrates real empathy and concern for others.
2. Exhibits mature leadership qualities and maintains composure in complex and demanding situations.
3. Is adept at gaining the trust and respect of both internal and external customers; dedicated to meeting customer expectations and requirements.
4. Decisions and activities are guided by a clear, appropriate, and effective set of core values and beliefs.
5. Makes reasoned decisions within expected timeframes, sometimes with incomplete information and/or under tight deadlines.
6. Widely trusted and seen as a direct, truthful individual.
7. Is able to establish trust and mutual support among peers for effective collaboration and problem solving.

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8. Is able to develop, manage and monitor processes in an organized manner; deploys resources to effectively accomplish process tasks; seeks to create synergy and integration for greater efficiency.
9. Is clear in setting objectives and assigning responsibility for tasks and decisions, monitors process, progress and results and designs feedback loops into work.
10. Understands group dynamics, roles and needs of groups and their members.
11. Written communications convey messages and information in a clear and concise manner.

SKILLS, KNOWLEDGE & ABILITIES

1. Excellent knowledge of program development, implementation, and quality improvement.
2. Working knowledge of effective social service interventions and approaches to program and system collaboration.
3. Knowledge of issues related to homelessness, including causes of homelessness, characteristics or persons who experience homelessness, and effective program interventions, with a focus on issues and interventions relevant to youth.
4. Demonstrated skill in working as a manager to develop, implement, and improve the use of resources to address client needs effectively and efficiently.
5. Excellent communication skills, both oral and written.
6. Excellent facilitation and meeting management skills.
7. Excellent project and process management skills.
8. Excellent organization skills.
9. Demonstrated ability to accurately attend to detail.
10. Skilled in Microsoft Windows, Outlook, Word, Excel, and Internet.

ADDITIONAL SKILLS & ATTRIBUTES

1. High energy level, comfortable performing multi-faceted projects in conjunction with normal activities.
2. Ability to multi-task and maintain/oversee multiple projects simultaneously.
3. Strong analytical and reasoning abilities.
4. Well-developed interpersonal skills; ability to get along with diverse personalities; tactful, mature, flexible.
5. Ability to establish credibility and be decisive while supporting the agency's needs and priorities.

MINIMUM QUALIFICATIONS

1. Congruence with agency mission and values.
2. Bachelor's degree with competency in human services.
3. 5 years system and/or program management experience or equivalent.
4. Experience working in a not-for-profit setting strongly preferred.
5. Experience working with homeless and/or other disadvantaged youth strongly preferred.
6. Experience having led collaborative planning and implementation efforts with a diverse array of partners strongly preferred.
7. Valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check.