

Youth System Manager

Community Shelter Board (CSB), a premier non-profit agency, seeks a non-exempt, full-time youth system manager. This position is responsible for overall management, improvement, and innovation of the Homeless Crisis Response System (HCRS) for youth, including CSB funded provider programs. The following are required: Bachelor's degree with competency in human services, 5 years system and/or program management experience or equivalent. The following are strongly preferred: experience working in a not-for-profit setting, experience working with homeless and/or other disadvantaged youth, and experience having led collaborative planning and implementation efforts with a diverse array of partners. FT, excellent benefits. See job description at www.csb.org. Submit cover letter and résumé to hiring@csb.org. EEO. Diverse applicants *strongly* encouraged to apply.

Title of Position: Youth System Manager

Pay Range: \$50,000 – \$60,000

Status: Non-Exempt, full-time

Benefits: Medical, prescription, dental, vision, life, disability, retirement plan, Section 125 cafeteria benefit plan, and paid leave.

Reports to: Associate Director

Unit: Programs and Planning

BASIC FUNCTION

This position is responsible for overall management, improvement, and innovation of the Homeless Crisis Response System (HCRS) for youth, including 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.

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.
 1. 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.
 2. Develop high quality tools and resources to support system functioning and partner agency services.
 3. 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. Support planning and execution of the annual Point-in-Time (PIT) count, in collaboration with other CSB staff.
 - a. Research evidence-based and promising practices for identifying, surveying and analyzing the needs of youth facing homelessness.
 - b. Develop and implement new and enhanced approaches, tools and PIT count strategies.
 - 6. Participate in CSB's Continuing Education Committee and support related training activities.
 - 7. Provide ombudsman assistance for customers under age 25 or those with concerns about the youth HCRS according to CSB administrative procedures.
 - 8. Assist with grants management and reporting activities associated with youth related programs.
 - 9. 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.
- 2. Recommend and implement techniques to improve productivity, increase efficiencies, cut costs, takes advantage of opportunities and implements state-of-the-art practices.
- 3. Keep abreast of current trends, evidence-based practices, and promising practices relevant to assisting youth who are at-risk of or experiencing homelessness.
- 4. Maintain complete and adequate files, records and documentation according to administrative and program procedures and funder requirements.
- 5. Produce evaluation and monitoring reports according to administrative procedures, funder requirements, and as requested.
- 6. Actively participant in CSB and CSB Program and Planning Department staff meetings and trainings.
- 7. Effectively collaborate internally with other CSB staff to ensure best possible, timely work products.
- 8. Other duties and projects, as requested.

9. 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.

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.
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 of 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 effectively and efficiently develop, implement, and improve the use of resources to address client needs.
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.

PHYSICAL OR MENTAL DEMANDS

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.