

JOB DESCRIPTION

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| Position Title: Life Skills Academy Program Manager | Job Status and Salary: Full Time, Exempt \$40,000-\$50,000 |
| Department: Life Skills Academy | Location: Admin Office |
| Reports To: Director of Operations | Number of People Supervised: 2-5 |

POSITION PURPOSE

The Life Skills Academy (LSA) is designed for young people between the ages of 16-24 and is intended to connect youth to the community and to themselves in a meaningful way. New Day takes a broad approach to life skill development. The LSA uses a continuing education model that encourages broad community connections and provides safe space for growth and skill development. The purpose of this position is to provide overall leadership by supporting, growing, and further developing the Life Skills Academy in alignment with New Day principles, values and approaches.

ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

The following list of duties or tasks is not intended to be complete but to represent some of the tasks required under each of the major responsibilities.

Employee Relations and Supervision

- Provide supervision and support to all LSA staff members
- Hire all LSA staff members
- Train all new staff and provide ongoing training opportunities for all staff
- Address discipline issues as they arise in collaboration with the Director of Operations
- All other duties as required to ensure effective and smooth operation of the LSA department

Management of Program Service Delivery

- Model and make programmatic decisions based on New Day's values of: Positive Youth Development, authentic strengths based approach, cultural awareness and honoring and trauma informed with both young people and staff
- Update and use a logic model and strategic plan in decision making
- Build and maintain relationships with key stakeholders: community social service providers, juvenile justice entities, local businesses, collaborative partners, community based instructors and schools
- Develop employment resources & opportunities
- Work with partners to build employment and education bridges, share data and meet agreed upon outcomes
- Work with Life Skills Coordinator to ensure life skills classes and courses are diverse, meeting the needs of young people and grant obligations
- Work with Life Skills Coordinator and Safe Home Outreach Coordinator to ensure the youth leadership group is supported and built in a meaningful way
- Continue developing and growing the individual and small group life skills coaching model

- Implement and develop (as needed) policies and procedures and other program support documentation for LSA
- Track data and develop reports for funders and New Day Director of Operations and Executive Board
- Represent New Day at Albuquerque’s Life Skills Collaborative
- Complete all grant reports and ensure accurate and timely submission
- Write strong funding proposals and work with New Day’s Executive Team to complete grants
- Participate in New Day’s Leadership team and represent New Day as a leader in the community and within the agency

EDUCATION & RELATED WORK EXPERIENCE

**Education Level/ Years of Related Work Experience:
(minimum & preferred educational requirements necessary to perform this job successfully)**

- Bachelor’s degree in social services, education or other related field
- 3-5 years of supervisory experience
- 3-5 years of experience working with youth that have experienced homelessness, trauma, and/or system involvement
- Experience in coalition building and program development, required

SKILLS AND KNOWLEDGE

| | Required | Preferred |
|--|-----------------|------------------|
| Knowledge of community resources and experienced in providing referral services clients | X | |
| Strong leadership, mentoring and coaching skills | X | |
| Ability to identify quality support strategies | X | |
| Excellent oral communication skills reflecting solid customer service both in-person and via the telephone | X | |
| Ability to relate well in cross-cultural environments | X | |
| Ability to use time effectively | X | |
| Ability to focus on details; | X | |
| Ability to adapt to shifting priorities | X | |
| Ability to position and promote opportunities | X | |
| Proficiency in technical areas such as Microsoft Office; including Word, Outlook, Access and Excel. | X | |
| Bilingual, English and Spanish | | X |
| Ability and willingness to travel locally and regionally to meet agency needs | X | |

| Core Competencies | High Performance Indicators |
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| Coaching/Coachability – | Assesses needs of team; successful in coaching employees to maximize their strengths and support their needs. Responds well to coaching by supervisor. |
| Visionary & Strategic Thinking | Contributes to strategic planning with fresh ideas and forward thinking. Participates with the LSA team and Life Skills Collaborative in developing innovative strategies for overcoming challenges and attaining goals. Takes initiative to identify road blocks and create new paths to success. |
| Leadership – | Leads team with enthusiasm, motivating them to achieve positive outcomes. Recognizes and rewards team successes. Remains positive in the face of adversity and encourages team to accept challenges and be team oriented. |

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| Organizing - | Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner; follows established process. |
| Prioritizing | The ability to evaluate the urgency of each task before assigning timelines and resources. |
| Partnership Development- | Identifies resources in community; assists team in accessing these resources. Builds partnerships with community and governmental entities. |
| Customer Focus— | Is dedicated to meeting the expectations and requirements of youth and their families; establishes and maintains effective relationship with youth and gains their trust and respect; deals effectively with diversity. |
| Social Service – | Good understanding of needs of population. Ensures quality support for youth and their families; maintains confidentiality in daily operations; effectively collaborates with program staff. |
| Interpersonal Savvy— | Relates well to all kinds of people outside the organization; uses diplomacy and tact; capable of diffusing difficult situations comfortably. |
| Results/Outcome Orientation--- | Is motivated by results; can be counted on to meet and exceed goals successfully; monitors process and progress on objectives and measures. |
| Approachability and Availability | Is easy to approach and talk to; is sensitive to and patient with others; builds rapport well; is a good listener. Is available to staff when situations arise needing immediate action. |

CONDITIONS OF EMPLOYMENT

(Describe any specific conditions for employment relative to this position)

Must be able to pass comprehensive criminal, sexual offender, MVD background checks.
Must have car, valid driver's license, and meet state required automobile insurance minimums.

WORK ENVIRONMENT AMERICANS WITH DISABILITIES ACT

Equipment Used:

PC and standard office equipment, including utility dolly

Physical Requirements:

The position requires the ability to lift 40 pounds unassisted, 45 and above pounds with assistance.

Equal Employment Opportunity

New Day Youth and Family Services provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Job Responsibilities

The previous statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. New Day Youth and Family Services may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date:

Revision Date:

Supervisor: I have approved this job description and reviewed with my employee.

Signature:

Date:

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

Executive Director/Department Director

Signature:

Date: