

JOB DESCRIPTION

Position Title: Transitional Support Services Director	Job Status: Full-time, Exempt Salary- \$45,000-\$55,000 DOE
Key Programs: Transitional Living Program & High Fidelity Wraparound	Location: Admin Office
Reports To: Chief Operations Officer	Number of People Supervised: Direct: 6 Indirect: 7

POSITION PURPOSE

New Day believes supporting young people through the transition from youth to adulthood is a critical time where many young people struggle to connect with the supports they need and want. The Transitional Support Services Director is responsible for identifying and developing services and supports for young people who are between the ages of 16-24. There are two specific programs in the department: transitional living and high fidelity wraparound. The Director is responsible for providing leadership through, program and staff development utilizing New Day's core values and primary approaches. The Director is a member of the senior leadership team within New Day and is responsible for acting as an ambassador for the agency within the community.

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 direct supervision and professional development and support to all direct reports; utilizing the Nurtured Heart Approach and New Day values as the guideposts of staff development
- Plan team meetings and retreats for staff to support the on-going development of the teams and programs
- Make all hiring decisions regarding all staff members for all programs
- Train all new staff and provide ongoing training opportunities for all staff
- Address discipline issues as they arise in collaboration with the Chief Operations Officer

Management of Program Service Delivery

- Model and make programmatic decisions based on New Day's values and key approaches which include the Nurtured Heart Approach, Trauma Informed Care and Cultural Responsiveness
- Implement and develop (as needed) policies and procedures and other program support documentation for all programs
- Represent the agency with community and government entities
- Manage TLP and Wraparound intake process and responsible for decision-making on all new TLP intakes
- Able to utilize and coach on Wraparound Principles and techniques
- Develop, monitor and report on quarterly Quality Assurance measures for all programs

- Track data and develop monthly reports for funders and Chief Operations Officer and Chief Executive Officer
- Set on-call schedule and rotate as an on-call participant
- Be available to respond to emergencies as they arise and respond in the middle of the night to support staff with challenging situations.
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EDUCATION & RELATED WORK EXPERIENCE

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

- Masters (preferred) or Bachelor’s degree in social services, education or other related field
- Supervisory experience 3-5 years preferred
- 4-8 years of experience working with youth that have experienced homelessness, trauma, and/or system involvement
- Experience working in residential or housing program preferred

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
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 TLP team and LSA 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.

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.