Position Title: Transitional Support Services Director  
Job Status: Full Time, Exempt  
Key Programs: Transitional Living Program  
Location: Admin Office  
Reports To: Chief Operations Officer  
Number of People Supervised: Direct: 5  Indirect: 2  
Salary: $47,000-$55,000

POSITION PURPOSE

New Day believes the developmental transition from youth to adulthood is a critical time when many young people struggle to connect with the supports they need and want. The Transitional Support Services Director is responsible for identifying and developing housing services and other supports for young people who are between the ages of 17-21. The Director is responsible for providing leadership for the overall program model, staff and agency vision in ways to best support transition aged young people. 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.

Management of Program Service Delivery

- Provide oversight and management of the Transitional Living Housing Program, including the admissions process, admission decisions, landlord relationships, the support process for young people, etc.
- Model and make programmatic decisions based on New Day’s values and key approaches which include the Nurtured Heart Approach, Trauma Informed Care, Wraparound 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
- Develop knowledge about Wraparound Principles and Approaches and the ability to give feedback and support to Coordinators using the Approach
- 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

Employee Relations and Supervision

- Provide direct supervision and professional development 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
- Oversee and manage the hiring process and make all hiring decisions
- Develop professional development and wellness plans for employees in order to support further development and reduce burnout
- Address discipline issues as they arise in collaboration with the Chief Operations 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.

### 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

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

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<th>High Performance Indicators</th>
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<tr>
<td><strong>Coaching/Coachability</strong> –</td>
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<td><strong>Visionary &amp; Strategic Thinking</strong></td>
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<td>Leadership –</td>
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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; establishes and 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.

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: