

JOB DESCRIPTION

Position Title: Safe Home Program Manager	Job Status and Salary: Exempt Full Time- 40 hours per week Sunday-Wednesday 10-hour shifts + on-call requirement Exempt-- \$49,000-55,000 DOE
Department: Safe Home	Location: Albuquerque- Safe Home
Reports To: Safe Home Director	Number of People Supervised: 16-18

POSITION PURPOSE

The Program Manager is responsible for overseeing the operations of a youth shelter, that provides a safe supportive environment for at-risk youth ages 11-17 and coordinating with staff and community partners to deliver comprehensive services. The Program Manager will work with staff to build an engaging and supportive environment for young people to learn, grow and reside. The Program Manager will build and develop a team that communicates, collaborates, and cooperates with each other to support a healthy community for young people. They will develop relationships with community partners that support a continuum of care for young people who are involved in protective services, juvenile justice and those who have run away or are homeless.

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

- Support all Safe Home staff to ensure consistency across all shifts.
- Model appropriate interactions with youth for staff, that are grounded in the Safe Home core principles of Positive Youth Development, The Nurtured Heart Approach and Trauma Informed Practices. Provide on-going coaching to staff in applying all models.
- Hire, onboard, train, and support staff in the Safe Home including Specialists, Coordinators and Supervisors.
- Address staff and youth concerns in an efficient and effective manner.
- Provide on the job training on a regular basis to model appropriate and effective interventions for youth in the milieu and regular supervision to supervisors and coordinators.
- Hold staff accountable for paperwork and programmatic elements that are required by funders.
- Address discipline issues as they arise and actively participate in decisions about performance improvement plans, and terminations.
- Work a flexible full-time schedule including weekdays, weekends, mornings, evenings, on-call, and some holidays to meet program needs.
- Monitor and review staff timekeeping and provide timely approvals.
- Monitor staff trainings to ensure that all mandatory trainings are completed within required timeframes.

Program Service Delivery

- Ensure core values are utilized in working with youth and making milieu decisions.
- Responsible for collaborative decision-making on all new youth who enter the shelter.
- Participate in client-centered team meetings and discharge planning.
- Review new youth referrals with team and Safe Home Director and make timely decisions about new enrollments.

- Collaborate with internal agency programs, local agencies, schools, and organizations to provide comprehensive support services for youth.
- Represent the agency with community and government entities.
- Responsible for maintaining a safe environment that ensures compliance with all relevant regulations and standards.
- Monitor and evaluate program outcomes and make recommendations to the Shelter Director on areas of improvement.
- Maintain accurate records and documentation related to program activities, youth interactions and program required documentation.
- Address any maintenance or security issues promptly, coordinating with the appropriate personnel to resolve them in a timely manner.
- Participate in meetings, trainings, and other activities as required to support the overall goals and objectives of the shelter.
- Other duties as assigned

EDUCATION & RELATED WORK EXPERIENCE

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

- High school diploma or equivalent required; bachelor’s degree in social work, psychology, counseling, or a related field preferred.
- Minimum of 2 years of experience working with at-risk youth in a social services setting required.
- Management/supervisory experience required.

**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 maintain state required automobile insurance minimums.

WORK ENVIRONMENT AMERICANS WITH DISABILITIES ACT

Equipment Used: PC and standard office equipment

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 it with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Executive Director/Chief Program Officer	
Signature:	Date: