

## YouthLink Job Opening:

# DROP-IN SUPERVISOR



### About YouthLink

YouthLink is a recognized leader in the Twin Cities and beyond for our work to build pathways of opportunity for homeless youth ages 16 – 24. Our youth-focused team provides innovative, evidence-based services that guide youth on a holistic level toward futures of education, employment, health and wellness, and housing stability. Since 2011, YouthLink has been home to the Youth Opportunity Center (YOC), a first-of-its-kind collaborative center where over 30 community partners make vital resources available onsite to provide efficient and effective interventions and strategies for youth in crisis.

### Our Mission

At YouthLink, our mission is to support and empower young people on their journey to self-reliance.

## POSITION SUMMARY

Reporting to the Senior On-Site Administrator, the Drop-in Center Supervisor coordinates, implements, monitors, supervises and problem-solves a range of specific operational responsibilities in the drop-in during day-time service hours (9am-5pm M-F), including the Welcome Center, intake process and drop-in center operations. The Drop-In Supervisor supports the Senior On-Site Administrator to ensure inclusive, responsive, meaningful and productive activities and services of all of these functions are well-organized, integrated and provided to young people during day-time hours. The Drop-in Supervisor provides the “lift” and support needed so the Senior On-Site Administrator’s day-to-day load is lessened, allowing more time for focus on professional staff development and strategic program development. With this in mind, working in support of the Senior On-Site Administrator, the Drop-In Supervisor sets a positive tone to make sure mission-driven services and activities are implemented in the drop-in.

### **SUPERVISION:**

- Effectively coach, guide, manage, evaluate, and terminate staff of up to 7 employees, including (but not limited to): conducting regular individual and group supervision meetings, completing annual performance reviews, monitoring and coordinating individual employee and drop-in schedules, ensuring accurate timekeeping, overseeing employee development efforts, and taking disciplinary action where necessary.
- Engage employees in effective dissemination of information, professional skill building, and peer-to-peer training.
- Promote a trusting and safe environment for young people and staff by mediating conflicts, addressing concerns, and intervening in crisis where necessary.
- Provide direct line support when required, including (but not limited to):
  - Welcome Center: Monitoring facility access, answering phones, providing general information via phone and in-person.
  - Drop-In: Assess and triage youth needs, support the appropriate internal and external referrals, promote and participate in group activities, provide behavioral management and de-escalation, provide services based on a harm-reduction and trauma-informed approach.

- Communicate and work productively and collaboratively with the supervisory team, agency administration and leadership team, involved partners and external stakeholders to ensure seamless and effective service delivery, promote ongoing improvement of services, and ensure compliance.
- New Performance Review process completed for 100% of supervisee's within HR established timeline.
- Overnight team cohesiveness, unity and support of agency vision, mission and strategic goals demonstrated by self-initiation, participation and contributions to programs.
- Ensure timely staff compliance of documentation of youth contacts in MARRS data system.
- Ensure staff and volunteers are scheduled, in place and covering their assignments as scheduled.

#### **PROGRAM MANAGEMENT:**

- Communicate and work productively and collaboratively with the supervisory team, agency administration and leadership team, involved partners and external stakeholders to ensure seamless and effective service delivery, promote ongoing improvement of services, and ensure compliance.
- Analyze current program strengths and weaknesses and develop strategies for growth and improvement.
- Stay up-to-date on information regarding program eligibility, scope of services, contract requirements, grant commitments, and resources to meet youth and agency needs.
- Complete, maintain, and communicate individual program files, program reports, and other documentation (including financials and reimbursements) accurately and within established timelines.
- Ensure cleanliness, maintenance, and general appearance of drop-in and grounds on a regular basis and for special events, including tours.
- File documentation fully completed for 80% of youth according to grant/program requirements.
- Uphold and enforce program and agency policies and procedures promptly and proactively, and work with leadership to assess and revise policies and procedures as needed.
- Ensure staff and volunteers are scheduled, in place and covering their assignments as scheduled.
- Ensure drop-in activities, including movies, games, food, and tabling activities are set up and ready to go.
- Provide technical assistance and support to staff and volunteers needing additional guidance and instruction.
- Troubleshoot issues, provide basic problem solving aligned with priorities identified by the Senior Onsite Administrator.
- Coordinate operational details and compliance of intake process.
- Conduct and organize meetings on behalf of Senior Onsite Administrator, as needed and requested.
- Provide data, as requested, to Grants Manager, Senior On-Site Administrator for regular reporting
- Send brief status reports of weekly drop-in center programming including numbers, intake and sign-in forms to Senior On-Site Administrator; report incidents immediately to Senior Administrator, Executive Director and others, as designated by supervisor.
- Generate regular meetings with Senior Administrator to discuss progress, challenges, and key updates.

#### **AGENCY REPRESENTATION:**

- Maintain professional boundaries with youth, co-workers, partners, and community.
- Represent the organization and provide education around YouthLink's service delivery model in collaboration with YOC partners and in community committees and meetings.
- Attend and participate in provider meetings, agency meetings and trainings, site visits, community events and trainings, and other on and offsite activities as necessary.

- Ensure positive and professional representation of the agency in all interactions with youth, co-workers, partners, and community.
- Understand, apply, and teach Guiding Principles to work with young people, staff, and community and partner agencies.

**SUCCESS FACTORS:**

- 90% of young people entering the drop-in are recorded in MAARS and have completed the required intake forms.
- A minimum of 2 large volunteer or staff led activities per month.
- Youth voice evaluations (quarterly) indicates 90% satisfaction with all identified areas of drop-in services.
- Drop-in program impact on strategic plan in one or more goal areas.
- Staff engagement in positive, future focused agency growth.

## QUALIFICATIONS

**EDUCATION/EXPERIENCE:**

Bachelor’s degree in social services or a related field and/or a minimum of 5 years of experience in direct services OR a minimum of 3 years of experience in direct services *at a supervisory level*.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Strong knowledge of community resources.
- Understanding of harm reduction philosophy, trauma-informed provision of services and 9 Principles for overcoming youth homelessness.
- Genuine interest in working with disenfranchised youth and young adults.
- Demonstrated ability to work with culturally diverse and LGBTQ youth.
- Strong communication and organization skills.
- Dynamic energy, ability to multi-task and negotiate multiple demands on attention.
- Ability to translate positive youth development techniques into practice.
- Ability to deal with multicultural and diverse setting.
- Strong coordination, scheduling, and follow-through skills and abilities.
- Basic understanding of computer and data base systems for managing case records.
- Demonstrated ability and willingness to work cooperatively with Senior Onsite Administrator and Executive Leadership team.
- Demonstrated knowledge, from a cultural perspective, of the role that race plays in youth homelessness

The winning candidate must be able to pass a background check and drug test in accordance with local, state, and federal laws.

**Hours:** Full time, 40 hours per week, Monday – Friday. Must be able to work flexible hours.

## COMPENSATION AND BENEFITS

\$21.00 per hour, dependent on experience. YouthLink’s competitive and comprehensive benefits package includes:

- Medical
- Dental
- Life Insurance
- Long Term Disability
- Elective benefits: Short-term disability, FSA, 401(k)
- Paid vacation and sick leave.

## HOW TO APPLY

E-mail a cover letter and resume with the subject line [careers@youthlinkmn.org](mailto:careers@youthlinkmn.org).

***Equal Employment Opportunity:*** YouthLink shall seek to ensure and provide equal opportunity for all persons seeking employment without regard to race, age, color, religion, gender, marital status, sexual orientation, military status, national origin, disability, or any other characteristic as established by law.