



# Celebrating 26 Years!

Supporting the high school graduation of homeless youth.

**YOUTH ON THEIR OWN**



## Position Description For Program Manager

**Summary:** Youth On Their Own (YOTO) supports the high school graduation and continued success of homeless and unaccompanied youth who desire to graduate from high school. The agency's services include financial assistance; providing a variety of basic needs and guidance opportunities.

The Program Manager is a member of the Senior Management Team and is responsible for providing effective services to eligible youth, as well as managing the necessary infrastructure of data and statistics pertinent to needs and funding expectations. The ideal candidate will have a deep commitment to and interest in supporting the high school graduation of students who do not have safe and permanent homes and who do not have a parent physically involved in their lives.

The Program Manager will assist in the following areas: develop, implement, oversee, and evaluate all client services for maximum effectiveness and the greatest level of stewardship of the agency's resources; develop and oversee data-keeping functions that document service output/outcomes, inform decisions about services, and support ongoing services to individual clients; and guide the building and maintenance of relationships, partnerships and formal agreements with other service providers in order to meet the often-complex needs of agency youth clients.

**Supervision:** Reports to the Executive Director and works as part of the management/leadership team, supervising, as needed: 1-3 service professionals, volunteers and/or interns.

### **Duties and Responsibilities:**

- Initiate and manage service relationships with metro-Tucson schools.
- Develop and manage student-client enrollment process, updating, as needed application materials and processes for eligibility and assessments.
- Manage processes related to students grades and attendance accountability; providing intervention for students needing assistance, and referrals for services outside YOTO's area of expertise.

- Manage the process of distributing financial assistance, stipends and special needs funding; interact with students, liaisons, and service providers as necessary and appropriate.
- Assist in determining priorities for community support of student needs and communicating priorities to the public.
- Provide input to determine the agency's role, both overall and in specific circumstances regarding: counseling, student advocacy, housing assistance, job assistance, and life skills education; interact with students, liaisons and service providers as necessary and appropriate.
- Assist in the development and implementation of new programs and program services; conduct research, as needed, to determine client needs and service gaps within the context of the agency's mission and strategic plan; coordinate and integrate multiple program services to achieve agency outcomes.
- Provide leadership in the formulation and integration of program philosophy and management policies consistent with the agency's mission, goals and objectives.
- Ensure program quality and organizational stability through development, codification, communication and implementation of standards and controls, systems and procedures, and regular evaluation.
- As part of leadership team assist in the hiring, training, guidance and performance evaluation of program related service staff.
- Work with community relations staff, school administrators, and liaisons to educate all school personnel about the identification of and assistance available to homeless and unaccompanied teens in order to generate additional referrals to the program.
- Determine effective roles for volunteers; work with volunteer coordinator to recruit, screen, train, manage, support, and evaluate volunteers; delegate according to volunteer ability and interest.
- Ensure effective program liaison communication with metro-area school systems, social services, child protection services, and community organizations; develop formal and informal partnerships to ensure a continuum of services for student clients and prevent the duplication of services.
- Monitor the client file system and assure that client records are in compliance with established standards; maintain and provide on a timely basis, necessary program data and statistics as determined.
- Participate in agreed-upon community meetings, workshops, and task forces. Collaborate with staff to strengthen programs, enhance learning, and improve internal systems.
- Serve as member of agency's Speakers Bureau; acts as an advocate within the public and private sectors for issues relevant to the agency, its services and homeless/unaccompanied youth.
- Participate in the programmatic aspects of grant writing and grant compliance; serve as program officer for grants and ensure compliance with grant provisions and reporting requirements.
- Oversee the implementation, management, and tracking of the agency's program budgets, working collaboratively with all other financial disciplines within YOTO infrastructure.
- Serve as project leader in organizing and executing student-related events while assisting the Program Policy Committee of the Board of Directors in its governance role.
- Provide direct services, as necessary.
- Perform other duties as requested by the Executive Director.

**Skills and Abilities:**

- Strong leadership, managerial, organizational, facilitative, and collaborative skills with experience in creating and managing timelines; the ability to multi-task and coordinate work activities with other staff members in a team effort.
- Ability to create and maintain energetic and positive interactions with staff, volunteers, donors, other agencies, the public and, most especially, the youth clients served by the agency; approachable, yet professional demeanor.
- Skill in problem assessment with the ability to take appropriate action.
- Ability, as part of management staff to work, respect and maintain confidential files, records, correspondence and proprietary information as it relates to clients and/or donors and the overall business infrastructure of YOTO.
- Excellent verbal and written skills.
- Ability to be flexible and work well with a variety of people.
- Self-starting and able to work independently.
- Passionate in work with/affinity for disadvantaged youth and education.
- Knowledge of area human service resources.

**Required Qualifications:**

- Bachelor Degree in Counseling, Social Work, Education or other relevant area of study, with ability to understand business environment.
- A minimum of two years' experience in management or administrative position in a non-profit or public setting.
- Experience working with teenagers.
- Valid driver's license, clean driving record and own auto (mileage reimbursement provided).
- Acceptable results on background check.

**Preferred Qualifications:**

- Bilingual English/Spanish a plus.

**Salary/ Benefits:** Salary commensurate with experience; \$32-35K, includes health insurance and PTO.

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