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Position: Next Steps Program Manager

Purpose: To work with young adults as a whole person to improve quality of life and prevent future problems; helping to build housing stability, permanent connections, and self-sufficiency.

Qualifications: Bachelor's degree in human services or minimum of two years' experience in direct care, involving case management, and one year experience supervising employees and services. Experience working with community partners and social service agencies. An understanding and knowledge of adolescent developmental issues, evidence based practices, and alternative solution focused case management approaches to address objectives. Maintain an ability to work effectively both independently and as a member of an integrated team, relate effectively with youth, guardians, community, and referral sources; in a flexible, sometimes stressful, un-structured work environment. Demonstrate cultural sensitivity and ability to work with people from diverse cultural backgrounds, maintain confidentiality, engage in respectful and collaborative problem solving, and present with professional appearance appropriate to the position. Must be able to work regionally. Must be able to pass a criminal history check, have a valid Oregon driver's license, have an acceptable driving record, maintain auto insurance, and be able to make at least a two year commitment to Jackson Street Youth Services. ***An applicant who is a QMHA, bi-lingual/bi-cultural, and/or a One Circle facilitator is preferred.***

Specific Duties:

Program and Facilities-

- Model good communication skills
- Respond to a broad range of calls from youth, guardians, community agencies, etc. Assess calls for appropriate services; provide crisis intervention, and referral to appropriate services
- Coordinate with the admissions staff team to screen referrals for admission into the program; provide intake of youth and placement in agency program
- Enforce and guide residents to follow site rules regarding the use of alcohol, drug, and tobacco products, visitors, housekeeping, and pets; when necessary conduct room checks in each unit
- Approve individual guests for use of the community spaces and support residents in ensuring that their guests follow the rules
- Uphold expectations and accountability of TLP residents following program requirements
- Coordinate with the Program Director to ensure that the site complies with health and safety regulations. Includes conducting quarterly fire drills, as well as, monthly health and safety inspections; maintenance of first aid and emergency preparedness materials
- Maintain communication with Program Director of any unusual activities, rule violations, or issues that could necessitate additional staff attention or termination of housing
- Be present when residents move in or out of the houses in order to ensure that agency property remains in the unit, keys are returned, and the site is left in good condition

- Provide 24 hour crisis intervention (on-call) that may include, but it not limited to; mitigating resident conflict, notifying law enforcement in the case of law violations, assisting residents with health related emergencies, and following protocols to ensure the safety of residents on the property. Utilize the on-call Director as necessary
- Coordinate with the Program Director regarding maintenance repair needs and be present on-site when maintenance, repairs, and deliveries occur
- Engage in the surrounding communities to build relationships and understanding of local culture, geography, demographics, needs, and economic conditions
- Maintain knowledge and understanding of agency emergency shelter program and current information and availability of community programs and resources that are necessary and relevant to the young adults progress
- Aide the Program Director to maintain and update the program procedures manual and resident handbook

Administrative-

- Maintain records in accordance with Jackson Street standards
- Write concise and complete services plans and progress records (following DASP format) in a timely manner
- Assist with billing documentation and requirements, if needed
- Input required statistics in databases
- Maintain stock of house and program supplies
- Maintain a consistent presence on all TLP sites
- Regularly check the house security system and deal with any discrepancies within a timely manner
- Participate in training and professional development activities to meet position and program expectations
- Attend required and scheduled meetings
- Meet with supervisor as directed, this position is supervised directly by the Program Director

Pay and Benefits: Salary pay \$37,446, health insurance available to those working 20 or more hours per week, 2/3 or more paid by Jackson Street. Voluntary group dental and vision plans are offered.