



JOB TITLE: Site Manager, Brooklyn Avenues and Minneapolis Avenues, Shelter & Transitional Living Programs

JOB SUMMARY: The Site Manager is responsible for the general operations, services and outcomes of the program

REPORTS TO: Assistant Program Director

Avenues partners with youth experiencing homelessness to achieve their dreams, providing short-term and long-term supportive housing, along with supportive services for youth experiencing housing instability and homelessness. We strive to do that in a safe and nurturing environment through a social justice lens. Avenues seek to support youth and young families while they define their experiences, life dreams and futures. Our work takes into account historical trauma, systems of oppression and intersectionality while being grounded in the power of resiliency, healing and community.

#### OUTCOMES OF THE POSITION

- The daily functions of the program operate efficiently and safely, and the basic needs of the youth are met
- Program values and expectations are clearly understood and followed by youth and staff
- Staff practice principles-based work, including the following principles: trauma-informed, harm reduction, trusting relationships, strengths-based, journey-oriented and collaborative
- Youth have increased leadership skills and are engaged in service learning activities
- Youth have increased independent living skills
- Youth increase their competence in Positive Youth Development objectives
- Youth establish and pursue personal goals for education, employment, healthy relationships, and housing
- Youth build positive relationships with their peers and supporting adults. The youth and staff have a strong sense of community
- Youth move to stable living arrangements upon exit, whether to live with family / kin or to more independent housing
- The program is in compliance with all governing rules, regulations and policies
- Data is tracked and compiled accurately and on a timely basis

#### PRIMARY DUTIES

##### Staff Supervision

- Manage the schedule and take phone calls for 24 hour staff coverage of program.
- Lead the process of recruiting and screening prospective program staff.
- Supervise Youth Support Specialists - consult, problem-solve, and provide ethical guidance and oversight to program activities.
- Supervise Youth Engagement Specialists - problem-solve, and provide ethical guidance and oversight to program activities.

- Support and facilitate the supervision of on-site volunteers.
- Identify and facilitate employee training and development needs on an ongoing basis, as well as through the annual performance review process.
- Coach and assist staff in appropriate use of crisis management, de-escalation, mediation of conflicts and other principled-based practices.
- Ensure best practices are implemented in service areas including intake, assessment, confidentiality/data management, reporting, evaluation and follow-up.
- Manage the Intake and Exit process for youth, ensuring the smooth transitions of youth in and out of Avenues.
- Oversee client files to ensure proper record-keeping and documentation including all paperwork for compliance with government funding and licensing

#### Youth Engagement and Independent Living Skills Training

- Ensure the development and delivery of youth leadership and service learning opportunities, Independent Living Skills (ILS) trainings, and social and enrichment activities
- Build and coordinate partnerships for youth employment and training
- Work with the Giving Manager to integrate and supervise volunteers into program delivery, as appropriate

#### Outcomes and Evaluation

- Coordinate youth participation in the self-assessment for evaluation
- Ensure complete, accurate and timely data entry into HMIS or other client data management system, if different
- Produce reports as needed

Internal and External Coordination – Coordinate with other program managers and partner agencies to ensure effective program delivery.

QUALIFICATIONS: BA, BS or a Master’s degree in the field of human or social services, or other appropriate degree, plus 3 years of experience managing a program that supports youth who experience multiple systemic barriers. Experience with and commitment to principles-based youth work and restorative justice required. Understanding of power, privilege and systems of oppression required. Lived experiences and cross-transferable skills are welcomed and will be considered.

Avenues’ Site Manager will enjoy leading with a strong team approach, have excellent verbal and written communications skills, strong problem-solving and team-building abilities, a keen focus on the interests of the youth we support, computer proficiency, attention to detail, willingness to do paperwork and ensure all team members complete paperwork, and the desire and ability to take initiative and follow-through while holding all accountable in their role.

#### OTHER INFORMATION:

- Employment Status: Full-Time, Salaried, Exempt
- Hours: 40 hours per week, including some evenings, weekends and shift coverage if needed
- Location: Office will be at Brooklyn Park or North Minneapolis location
- Compensation: Commensurate with qualifications and experience.

*Persons of color are encouraged to apply.  
Avenues for Youth is an Equal Opportunity Employer.*