



Manager of Youth Programs

FLSA STATUS:	Exempt
PAY RANGE:	\$60,000 - \$68,000
TYPICAL SCHEDULE:	40 hours per week
REPORTS TO:	Executive Director
SUPERVISES:	Youth Program Team

JOB SUMMARY

The Manager of Youth Programs partners with the Executive Director to provide management and leadership for the organization’s youth mentorship and camp programs at HOPE585. This position directly supervises, leads, and develops youth programs. Key responsibilities include the development, implementation, and sustainment of programs, services, and special projects that aim to enhance and improve independent living skills, relational capital, permanency outcomes, and improved overall well-being and hope for all participants. The Manager of Youth Programs designs and runs programs with a strengths-based approach to provide skill-building, support, safety, and mentorship, so that all participants are empowered and equipped to navigate complex systems. The Manager of Youth Programs also monitors programming for areas of improvement as conditions and needs change over time.

Essential Functions:	% Time Spent
<ul style="list-style-type: none"> ● Program implementation, management, and compliance <ul style="list-style-type: none"> ○ Oversees all program activities including leading key staff members and leaders through strategic and well-informed decision making such as prioritization, project starts, and resource planning. ○ Overall optimization and management of all programs and services. ○ Provide staff training on the program's standard operating procedures (SOP's) and ensure compliance with them. ○ Collaborate with the Director of Operations to regularly review and update standard operating procedures and other compliance standards. 	40%
<ul style="list-style-type: none"> ● Program budgeting and administration <ul style="list-style-type: none"> ○ Works with the Executive Director to develop and manage program budgets. ○ Responsible for accurate and timely grant reports back to respective funders. ○ Implement data collection systems to streamline reporting on outputs and outcomes in all program areas. 	15%
<ul style="list-style-type: none"> ● Program sustainment and continuous improvement <ul style="list-style-type: none"> ○ Review services on an ongoing basis, and as new needs emerge, drive improvements to existing programs and/or develop new programs based on best practices identified. 	

<ul style="list-style-type: none"> o Create ongoing opportunities for all staff members to provide feedback on program operations. o Inform the Executive Director and other members of the Senior Leadership Team of program issues, changes, and accomplishments. 	20%
<ul style="list-style-type: none"> ● Strategic leadership and direct staff supervision <ul style="list-style-type: none"> o Clearly communicates job expectations, confirms understanding, and provides ongoing coaching and feedback to direct report(s). o Partner with the Director of Operations to facilitate the performance evaluation process and partners with staff on individual development plans for their ongoing career growth. o Provides support and acts as a resource for team members by: <ul style="list-style-type: none"> ▪ Answering job and employment-related questions. ▪ Helping team members understand how their role fits into overall organizational goals by providing “line of sight.” ▪ Communicating timely and transparently about organizational decisions and changes whenever possible. ▪ Providing tools and resources for success. ▪ Removing barriers to success whenever possible. o Provide leadership on staff development across programs including ensuring all required certifications are up to date 	25%

Other Duties:

- Assist the Executive Director with grant writing and grant management.
- Partners with the Director of Operations to address and improve any staff performance or behavioral issues.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

Certifications/Experience:

- Master’s degree in a related field required
- Demonstrated leadership experience
- Must have and maintain a valid NY Driver’s license and reliable transportation

Required Knowledge, Skills, and Abilities:

- Experience developing and implementing programs and has a solid understanding of program evaluation.
- Can lead and manage staff and volunteers in the successful implementation of programs.

- Ability to approach situations and make decisions strategically and creatively, considering implications to all stakeholders.
- Ability to foster connection, build trust, and advocate for community members, including families suffering from poverty and Adverse Childhood Experiences (ACEs).
- Values working in a diverse, team-oriented environment, compassionately serving and advocating for people with different needs and from different backgrounds, lifestyles, and cultures.
- Demonstrates ethical behavior and strong work ethic that yield results and fosters a hope-centered workplace.
- Ability to be a collaborative leader within the organization.
- Can nurture and maintain relationships with key stakeholders.
- Ability to understand and interpret budgeting and grant reporting processes.
- Ability to motivate team members to reach collective goals and continuously improve.
- Leads by example with self-direction, a growth mindset, calm and professional communication at all times, and a genuine desire to help all program participants succeed.
- Excellent prioritization, organizational, and time management skills.
- Ability to accept feedback, actively listen, provide feedback and coaching to staff, including the willingness and ability to engage in difficult conversations when necessary.
- Ability to maintain professional boundaries, handle sensitive and confidential information, and navigate challenging situations in a calm and professional manner.
- Capable of following all program and state requirements and holding staff accountable for same.
- Exercises discretion on both internal and external confidential matters and ensure security of client files and agency materials.

Physical Demands and work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office and public-facing environment
- Regular speaking, hearing, communication with others
- Ability to stand for extended periods (example: up to 3-4 hours)
- Periodic driving required (example: up to 1.5 hour distance)
- Occasional lifting, up to 25 pounds

HOPE585 Competencies

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| ● Exceptional Leadership Qualities | ● Interpersonal Savvy |
| ● Action Oriented | ● Peer Relationships |
| ● Ethics and Values | ● Self-Knowledge |
| ● Integrity and Trust | ● Strong Values |

Interested candidates should email a cover letter and resume to Faith Phelps fphelps@hope585.org