



Position Title: Program Manager –Upcounty Youth Opportunity Center (UYOC)
Supervisory Responsibilities: Yes
Budget Responsibilities: Yes
Reports to: Senior Program Manager
FLSA Classification: Exempt
Date: April 2024

POSITION SUMMARY

The Youth Opportunity Center Manager works with the Senior Program Manager to ensure the delivery of a continuum of high-quality services for underserved youth with a goal of supporting their successful transition to adulthood, helping them move closer to acquiring the skills and experiences necessary to secure steady employment and be on a path toward self-sufficiency. Services include, but are not limited to individualized education and employment planning and coaching, GED prep, job readiness skills training, paid and unpaid work experiences and help accessing training and certification programs and supports such as mental health and substance abuse counseling, case management and gang prevention and intervention services.

The Youth Opportunity Center Manager supervises and supports the site program staff and manages programs and services to ensure the highest quality services are provided to clients and that contractual objectives are met. Responsibilities include overseeing the delivery and evaluation of programs, managing the budget, and maintaining relationships with partner agencies and internal and external stakeholders. In addition, the Manager will be involved in some direct delivery of client’s services

The two Youth Opportunity Center Managers will work collaboratively with the Senior Program Manager to co-create and ensure consistency of services across sites and to share both client and staff resources and opportunities. Additionally, this is a hybrid position, the Program Manager will deliver services on site at the Youth Opportunity Center, in the community at targeted locations, and virtually.

PRIMARY RESPONSIBILITIES

1. Provides overall management of the Youth Opportunity Center’s programs, staff and facility. Keeps Senior Program Manager informed of program and urgent matters re: program, clients, staff and/or operations.
2. Ensures the delivery of high-quality programs and services.
3. Assumes a leadership role in developing and improving programs, services, systems and protocols.
4. Plans, implements, and oversees evaluation of programs and services. Ensures that evaluation protocols are followed.

5. Provides extensive support on intensive cases to ensure safety and wellbeing of clients and their families are attained. Collaborates closely with MCPD Gang Unit, SON and other providers to ensure case success.
6. Provides crisis management, conflict mediation, intensive case management, and program emergencies as needed for program, staff, youth, and families.
7. Regularly reviews evaluation data and uses activity, output and outcome results to inform and improve program. Recommends improvements and implements adjustments, upon approval.
8. Manages, hires, trains and mentors the YOC site staff team. Facilitates communication with YOC staff based elsewhere.
9. Ensures all staff successfully complete required trainings and certifications.
10. Conducts staff performance evaluations and development plans. Observes staff in order to provide formal and informal feedback to improve performance. Consults with the Senior Program Manager on any staff concerns/issues.
11. Shares best practices and collaborates with other managers.
12. Reviews and manages program resources and budgets. Ensures accuracy and submission of all administrative documents.
13. Prepares all required reports, ensuring the accuracy and quality of descriptions, statistics and analyses by required deadlines. Ensures all obligations delineated in contracts and proposals are met.
14. Establishes and maintains strong networks of professional relationships with sources of referrals to and from the YOC and with other stakeholders and partners.
15. Attends and participates in required trainings, meetings, and presentations.
16. Creates and delivers professional, engaging, dynamic and evidence-based presentations.
17. Supports Identity's mission and values while continually looking for ways to improve the organization and works in alignment with Identity's strategic goals.

SECONDARY RESPONSIBILITIES

1. Participates in Identity's advocacy activities.
2. Ensures no program interruption due to staff absences.
3. Assumes leadership with crisis management, conflict mediation, and program emergencies.
4. Represents Identity at community events and alerts Senior Program Manager to potentially beneficial partnerships.
5. Supports interns and serve as the primary liaison with the sponsoring organization/school.
6. Performs other duties as assigned, required, or needed.

EDUCATION AND EXPERIENCE

- Bachelor's Degree in Social Work, Education, Counseling or related field required; advanced degree preferred
- Minimum of two year of experience working with social service programs.
- Minimum of two years of supervisory or management experience preferred.
- Health Insurance Portability and Accountability Act (HIPAA) certification required.
- Training in Child Protective Services' reporting requirements.

- Must be able to pass a criminal federal background check and a Child Protective Services background check.

SKILLS AND ABILITIES

- Bilingual English/Spanish preferred.
- Excellent oral and written communication skills.
- Proficient in Microsoft Office and comfortable with database management and data collection systems.
- Demonstrates reliability, attention to detail, and passion for work.
- Able to manage pressure, stress and crises and knows when to seek additional help.
- Able to work comfortably and collaboratively with clients and staff of many backgrounds and with diverse styles of communicating and learning.
- Fosters appropriate relationships with clients.
- Able to manage a budget.
- Able to prioritize and organize multiple projects in a fast-paced environment to meet deadlines utilizing good problem solving skills, self-confidence, effective and efficient use of resources, flexibility, and responsibility.
- Stays abreast of trends and best practices in workforce development and youth development and willingly shares with colleagues and staff.

WORK ENVIRONMENT

- Periodic evening/weekend work necessary.
- Requires occasional travel between sites and to meetings. Valid driver's license is preferred.
- Semi-private office or open work area; easily interrupted with external noise; and controlled air temperature.
- Continuous sitting for prolonged periods, more than two consecutive hours in an 8-hour day interspersed with mobility.
- Keyboard use of greater or equal to 40% of the workday.