

Hosea Youth Services

# JOB DESCRIPTION



**Position Title: Residential Program Manager**

## **Background:**

Hosea is a growing, Christian faith-based non-profit located in Eugene, OR., with a mission to help Lane County's homeless or at-risk youth create and sustain healthy lives away from the streets. To accomplish this mission, we offer a variety of programs that are geared towards empowering youth to transition off of the streets. We believe that with the right tools and support, all youth have the chance to succeed in making a life away from the streets.

Accordingly, we are always intentional with the time we have with youth, looking for inroads to build relationships so that we can best support each youths' transition off of the streets.

Our newest program is a residential, independent living program. In 2016, Hosea partnered with St. Vincent de Paul to develop a youth home for young women who are between the ages of 16-18 and are homeless or at-risk. Youth will have the opportunity to live in the home for maximum duration of 2 years—as long as they continue to strive to meet their individual goals and are maintaining success in the program. The home's program has been modeled as an independent living program (ILP) and will have a heavy emphasis on skill-building and personal development. When residents leave the home, they will leave with the knowledge, skills, and confidence required to live successfully as independent adults.

## **Opportunity:**

At Hosea, all staff truly believe in the mission of the organization and daily seek to improve the quality of Hosea's services so that we can best serve Lane County's homeless or at-risk youth. Hosea's daily operations are overseen by a senior management team and Hosea is seeking to hire an individual interested in joining that team as the Residential Program Manager (RPM) for the new home and its ILP. The RPM will be responsible for overseeing the daily runnings of the home, as well as the implementation of the developed ILP. The RPM will have the opportunity to directly work with house residents, working to ensure their successful transition into independent adults. A full outline of the position and its responsibilities are as follows:

## **Position Overview:**

- The Residential Program Manager will be responsible for overseeing the day-to-day runnings of the home, as well as the day-to-day operations of the ILP.
- The RPM will work with Hosea's senior management team to lead and train the following house staff, interns, and volunteers:

- The Assistant House Manager
- Night Manager
- Administrative Assistant
- Intern(s)
- House Volunteers/Mentors
- **Applicants will be required to pass a criminal background check** and will need to have a clean driving record, as well as insurance.
- **The Residential Program Manager will be on call** during the week in case of house emergencies.
- This position is for **40 hours a week** and compensation is a yearly salary of \$28,000 (\$2,333/month).
- **Required for this position is, at a minimum, a bachelors degree** in a field relevant to social work. Preference will be given to applicants with a degree in social work, psychology, or sociology.
- **Applicants should have some experience in managing teams** and working with homeless or at-risk youth.

## Primary Duties and Responsibilities:

### Administrative

- Communicating with other staff or volunteers quickly and effectively.
- Provide administrative oversight to all residential or program activities.
- Record and document program expenditures, sending all relative documentation to Hosea's Operational Director.
- Maintain program's operations guidelines and certificates (i.e. ensure we comply with FOOD for Lane County criteria, etc).
- Maintain program practices, ensuring all operations meet relevant contractual and accreditation standards (i.e. make sure youth have relevant trainings such as a Food Handlers Card and CPR training, etc).
- Directly oversee and/or implement disciplinary actions in regards to staff or residents.
- Document any disciplinary actions using incident reports, both for staff and residents.
- Keep up on all required DHS licensing/contracting paperwork.

### Leadership & Development

- Planning, coordinating, and implementing a weekly/monthly schedule

- Training and developing the skills and competence of other staff or volunteers
- Develop, implement, and oversee the delivery of program activities.
- Plan, coordinate, and implement family-style meals and activities to help foster a sense of house community.
- Establish and implement a normalized, family-style home environment.
- Ensure the performance of daily operational functions such as facility cleaning and maintenance (interior), cooking, shopping, and other functional responsibilities.
- Working directly with residents in a positive, supportive and encouraging fashion
- Oversee the transportation of youth to home activities, court appointments, medical appointments, family visits, and other relevant or required appointments. Additionally, be on call for transportation in emergency circumstances.
- Establish and maintain positive rapport and relationships with all youth, staff, or other community members involved in the home.
- Be a flexible and supportive team player, performing other duties required for program success when needed.
- Coordinate with members of youth's vision team - which may include parent/guardian to insure the provision and success of the youth's services - as indicated by the Youth Advocate.

### **Hosea Team and Community Meetings**

- Regularly meet with appropriate supervisory staff to discuss job performance and/or relevant program issues such as problems with youth or program structure.
- Attend regular staff meetings.
- Network with community members interested in Hosea or the home.

### **Necessary Knowledge and Skills:**

- Preferred applicants are required to have a minimum of two years relevant experience in managing groups, group homes, and/or working with the target population.
- Applicants must have a Bachelor's degree in a field relevant to social work.

- Applicants should have training on how to work with the target population, including knowledge on conflict management and behavioral intervention strategies.
- Applicants should be versed in how to use computer programs such as PowerPoint, Microsoft Word, Calendar apps, and Microsoft Excel.
- Applicant should have an understanding of the causes of youth homelessness, client confidentiality, professional boundaries, and trauma/crisis intervention techniques.

### **Accountability:**

The Residential Program Manager will report to Hosea's Operations Director in regards to any large program developments or changes, serious disciplinary actions (i.e. staff firing or potential residential evictions) or any other major program shifts before implementing any actions.

- The Residential Program Manager will submit monthly schedules and program expenditures to the Operations Director at a specified date for review and approval.
- The Residential Program Manager will be responsible to ensure the program's expenditures do not exceed the predetermined budget approved by Hosea's board and executive director.
- Weekly or monthly schedules are submitted on time by the specified date for review and approval, including weekly/monthly meal schedule.
- Program's receipts and documentation of expenditures are submitted on time when requested.
- Neat and orderly documentation of house's/program's expenditures, disciplinary measures, or other applicable documents.
- Program is operating healthily and efficiently.
- Youth are consistently on time to and prepared for doctors appointments, school, or other meetings.
- Meals are prepped and provided for on the designated dates.
- The house is orderly and clean at all times.
- Disciplinary measures are handled appropriately and in a timely manner, including documentation of any measures taken.
- Where applicable, volunteers are scheduled on a consistent basis.

### **Standards of Performance:**

Upon hiring the Resident Program Manger will meet with The Operational Director to map out a System Development Plan that will provide direction for the upcoming year, as well as a plan for continued personal growth. After which, Key Assessment Area checkin meetings will be regularly held with Hosea's Project Coordinator.

**After a (3) month period, an evaluation will be made with a supervisor to be determined upon hire.**

Regular evaluations will be given as well as an annual review of the ministry.

To inquire more about this position, contact Hosea staff member Joshua Frank at [joshuajfrank@icloud.com](mailto:joshuajfrank@icloud.com).

To apply, follow the attached application link: [https://docs.google.com/forms/d/e/1FAIpQLSdPo\\_OQDpljGz6sgqjjraLm9rqdwJ70RoaY6kjDfitkiqRY8g/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSdPo_OQDpljGz6sgqjjraLm9rqdwJ70RoaY6kjDfitkiqRY8g/viewform?usp=sf_link)