



Job Title: Youth Center Manager
Position Type: Full-time non-exempt (hourly)
Schedule: M-F 9:30 am – 5:30 pm plus occasional evenings & weekends
Salary Range: \$17.00-\$21.00/hour, commensurate with experience
Benefits Package: Medical, dental, vision, life insurance, PTO, paid holidays
Reports to: Program Director

ORGANIZATION: Life House is an innovative nonprofit organization serving at-risk and homeless youth ages 14-24 located in downtown Duluth, MN. Focusing on Positive Youth Development through housing stability, educational support, economic security, improved health, and connection to community, Life House programs assist youth who are homeless or at risk of homelessness to overcome poverty, trauma, mental illness, low educational achievement and joblessness to transition to independent living.

SUMMARY: Reporting to the Program Director and serving as a member of the program management team along with other Program Managers, the Youth Center Manager is responsible for the oversight and overall quality and performance of Life House's drop-in Youth Center.

Focus area duties and responsibilities – Youth Center Manager:

- Oversee the development and implementation of special events, daily recreational activities, support groups and independent living skills classes aligned with staff talents, community needs and youth interests; engage community partners to provide educational programming; monitor attendance and adjust offerings to promote and maintain high levels of youth engagement in Youth Center programming.
- Ensure youth access to needed services through the direct provision of basic necessities, referral to Life House stabilization/case management services, and/or referral to community resources; maintain adequate supplies of food, clothing, toiletries, etc.
- Recruit, hire, and onboard new employees; develop staff excellence by coaching, counseling, and mentoring employees; appraise job performance including quarterly check-ins and annual reviews; provide ongoing growth and training opportunities.
- Assign and monitor daily tasks to ensure the Youth Center operates a safe, clean, welcoming and healthy environment for staff, visitors and youth; ensure staff certification and safe food handling in compliance with ServSafe Standards.
- Supervise youth activity in the Youth Center while implementing early intervention strategies to redirect, address and manage behavioral issues; demonstrate kindly assertiveness in setting limits with youth; assist youth to develop behavioral plans to come into compliance with Youth Center expectations.
- Respond to crisis situations following outlined procedures including mandated reporting, notification of proper authorities, documentation, and programmatic follow up.
- When on call, respond to all emergency / crisis calls following outlined procedures including proper notification, documentation, and programmatic follow-up.
- Control Youth Center expenses by approving and tracking expenditures, including staff overtime and mileage, food, supplies, youth incentives, bus passes, etc.
- Ensure that Youth Center recordkeeping and reporting systems (Apricot) are complete, accurate, and up-to-date; maintain the confidentiality of all client information; complete program-related reports as required; evaluate program performance relative to standards; identify and implement programmatic enhancements.

Other duties and responsibilities:

- Provide services applying harm reduction, strengths-based, Positive Youth Development, trauma-informed and client-centered approaches to young people who are homeless or at risk of homelessness.
- Develop healthy and helpful relationships with homeless and street youth while maintaining professional boundaries; demonstrate kindly assertiveness in setting limits with youth.
- Foster communication, teamwork and a positive work environment by conducting regular team meetings; participate in weekly Life House case consultation meeting to discuss Youth Center Program participants and provide progress updates; attend Life House bi-weekly staff and program meetings, quarterly reviews and other trainings as indicated.

- Maintain clear communication with Life House program staff to facilitate consistent, appropriate responses to youth behavior.
- Work evenings and weekends as necessary (e.g. Youth Center special events).
- Perform other duties as may be assigned by Executive Director or Program Director.

QUALIFICATIONS:

Education: Bachelor's degree in a human services field (Master's degree a plus) or equivalent combination of education and experience.

Qualifications:

- Four+ years of experience in youth work/advocacy required; two+ years' supervisory experience/ program management preferred
- Demonstrated experience in one or more of the following areas: domestic violence, commercial sexual exploitation, mental health, chemical dependency, at-risk youth issues
- Proficient in Microsoft Office applications
- Demonstrated knowledge of and ability to work effectively with youth with a variety of identities, cultures, and backgrounds including ethnic/racial minorities and LGBTQ youth
- Ability to pass a criminal background check
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Certificates, Licenses, Registrations:

- Valid Minnesota Driver's License and proof of auto insurance
- Adult CPR & Basic First Aid

Position is full-time non-exempt (hourly). Position is grant funded; in addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Life House.

Life House provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex, age, physical or mental disability, veteran status or other protected classification. Life House encourages individuals with diverse backgrounds and members of the LGBTQ community to apply.

To apply send cover letter and resume by **4:30 p.m. Friday, August 18th** to:

Life House
HR/ Youth Center Program Manager
102 W 1st Street
Duluth, MN 55802
or
info@life-house.org