



Job Title: The Loft Program Manager

Position Type: Full-time non-exempt (hourly)

Schedule: M-F 8:00 am – 4:00 pm plus evenings, overnights & weekends as necessary

Salary Range: \$18.00 – \$22.00 hourly, commensurate with experience

Benefits Package: Medical, dental, vision, life insurance, short-term disability insurance, PTO, paid holidays

Reports to: Program Director

ORGANIZATION: Life House is an innovative nonprofit organization serving at-risk and homeless youth ages 14-20 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 Loft Program Manager is responsible for the operation, programming, compliance, staffing and overall quality of The Loft, a shelter program for teens and young adults ages 15-20.

Focus area duties and responsibilities – The Loft

- Working closely with the Operations and Program Directors, provide oversight to ensure The Loft remains in compliance with the DHS Children’s Residential Facility licensing and funder requirements, including administration of medications, program recordkeeping and reporting, progress/case note documentation, safety planning, room checks, etc.
- Working closely with the Program Directors, maintain 24-hour staffing by recruiting, selecting, orienting, and onboarding new employees; developing schedules for all shifts; assigning and monitoring work; and, addressing unsatisfactory performance issues in accordance with Life House policies and procedures.
- Develop staff excellence by coaching, counseling, and mentoring employees; appraising job performance including quarterly check-ins and annual reviews; and providing growth and training opportunities per program and DHS license requirements.
- Foster communication, teamwork and a positive work environment by conducting weekly Loft staff/case consult meetings; arranging team building activities as indicated/feasible.
- Ensure that The Loft program recordkeeping and reporting systems (Apricot) are complete, accurate, and up-to-date; complete program-related reports as required; evaluate program performance relative to standards; identify and implement programmatic enhancements.
- Control The Loft expenses by approving and tracking household and staff expenditures, including overtime and mileage.
- Maintain a safe and healthy work environment by establishing and enforcing The Loft Program performance standards, policies and procedures.
- Ensure the implementation of each youth’s Transition/Independent Living Plan to assist youth to move toward stabilization, independent living, and self-sufficiency.
- With assistance from the Program Directors, Life House case managers, and The Loft team, address and manage youth behavioral issues; develop and implement strategies and tactics to maintain household order, safety, and youth adherence to program requirements.
- Oversee the daily operations at The Loft, such as chores/allowance, meal planning and preparation, and other household tasks as indicated.
- Participate in Safe Harbor trainings and professional development sufficient for the provision of best practice services for youth who are victims of CSEC.
- Oversee programming to support youth in positive peer relations, team-building, recreational and leisure time activities and outings. With input from youth, Life House team members, and community partners develop and implement on-site groups. Create activities calendar and coordinate staff in the implementation of planned activities.
- Utilize personal vehicle, in good working order, to transport clients to appointments as indicated.
- Ensure the confidentiality of all client information is strictly maintained.
- When on call, respond to all emergency / crisis calls following outlined procedures including proper notification, documentation, and programmatic follow-up.

Focus area duties and responsibilities – Life House:

- Provide services applying strengths-based, Positive Youth Development and client-centered approaches to young people who are victims or at risk of sexual exploitation/trafficking.
- Develop healthy and helpful relationships with The Loft residents while maintaining professional boundaries; demonstrate kindly assertiveness in setting limits with youth.
- Participate in weekly Life House case consultation meeting to discuss The Loft program participants and provide progress updates; attend Life House 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.
- Perform other duties as may be assigned by Executive Director, Operations Director and/or Program Directors.

QUALIFICATIONS:***Education:***

- BA in human services field (Master's degree a plus) or equivalent combination of experience and education, 2+ years experience working with at-risk youth, supervisory experience preferred.

Qualifications:

- Four+ years of experience in a similar position; two+ years' experience in program management preferred
- Demonstrated experience with one or more high-barrier populations (domestic violence, commercial sexual exploitation, mental health, chemical dependency, homeless, at-risk youth)
- Demonstrated effectiveness in program management and ability to train and supervise employees
- Proficient in Microsoft Office applications
- Knowledge of trauma informed, victim-centered, culturally appropriate work with youth who are victims of violence and sexual exploitation
- Demonstrated knowledge of and ability to work effectively with youth with a variety of identities, cultures, and backgrounds including youth of color and LGBTQ youth
- Ability to pass a criminal background check

Certificates, Licenses, Registrations:

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

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, gender identity/expression, 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 your completed application, cover letter, and resume to:

Life House
HR/ Loft Program Manager
102 W 1st Street
Duluth, MN 55802

Or

Email: HR@life-house.org

Include the Subject Line: Loft Program Manager