



**Job Title:** The Loft Supervisor

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

**Schedule:** Monday through Friday - daytime hours plus evenings, overnights & weekends as necessary

**Salary Range:** Commensurate with experience

**Benefits Package:** Medical, dental, vision, life insurance, PTO, company paid holidays, 401K, short-term disability

**Reports to:** Residential Housing Program Manager

**ORGANIZATION:** Life House is an innovative nonprofit organization serving at-risk and homeless youth ages 14 to 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 Residential Housing Program Manager, The Loft Supervisor is responsible for the operation, programming, compliance, staffing and overall quality of The Loft Shelter program, an emergency shelter with supportive services for homeless, unaccompanied minors, and commercially sexually exploited/human trafficked youth and young adult ages 15 to 19.

**Focus area duties and responsibilities:**

- Working closely with the Residential Housing Program Manager, Operations Director and Program Director, 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 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 along with Residential Program Manager, conducting weekly program staff/case consult meetings; arranging team building activities as indicated/feasible; and addressing job stress to prevent staff burnout.
- Oversee the daily operations at The Loft, such as chores/allowance, meal planning and preparation, and other household tasks as indicated; monitor and delegate shopping for supplies and groceries to ensure the program is adequately equipped and stocked.
- Along with the Residential Housing Program Manager, monitor expenses by approving and tracking household and staff expenditures, including overtime and mileage.
- Maintain a safe and healthy work environment by establishing and enforcing Life House/The Loft performance standards, policies and procedures.
- Working closely with the Residential Program Manager, 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.
- Along with the Residential Program Manager, Ensure that The Loft program recordkeeping and reporting systems (Apricot, RedCap, HMIS) are complete, accurate, and up-to-date.
- Participate in relevant trainings and professional development sufficient for the provision of best practice services for youth who homeless and are victims of CSE.
- Address household disputes and conflict resolution between residents in order to promote a safe, positive living environment; respond to crisis situations following outlined procedures including proper notification, documentation, and programmatic follow up.
- Engage youth in positive peer relations, group building, recreational and leisure time activities and outings. With input from youth, The Loft and Life House team members, and community partners develop and implement on-site support groups. Create activities calendar and coordinate staff in the implementation of planned activities.

- Ensure the implementation of each youth's Independent Living Plan to assist youth to move toward stabilization, independent living, and self-sufficiency.
- With assistance from the Program Director, Residential Housing Program Manager 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.
- 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 emergency / crisis calls following outlined procedures including proper notification, documentation, and programmatic follow-up.
- Provide services applying strengths-based, Positive Youth Development and client-centered approaches to young people who are victims or at risk of commercial sexual exploitation and/or homelessness.
- Develop healthy and helpful relationships with The Loft residents while maintaining professional boundaries; demonstrate kindly assertiveness in setting limits with youth.
- Attend Life House meetings, reviews, retreats and other trainings as indicated.
- Maintain clear communication with Life House program staff to facilitate consistent, appropriate responses to youth behavior.
- Work evenings, weekends or overnights if necessary.
- Perform other duties as may be assigned by Executive Director, Program Directors and/or Residential Housing Program Manager.

#### **QUALIFICATIONS:**

**Education:** BA in human services field or equivalent combination of experience and education, 2+ years' experience working with at-risk youth, supervisory experience preferred.

#### **Qualifications:**

- Demonstrated experience in working with at-risk youth to reach their goals
- Demonstrated 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 ethnic/racial minorities and LGBTQ youth
- Ability to pass a criminal and DHS 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 and/or 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 resume, cover letter and application to [HR@life-house.org](mailto:HR@life-house.org). (A link to the application can be found here: <https://lifehouseduluth.org/contact/careers/>)