



360 Youth Services seeks a full-time **Program Manager for our Young Men's Transitional Housing Program** serving youth experiencing homelessness, ages 18-24. Interested applicants should send a resume and cover letter to Carolyn Wahlskog, Executive Director of Housing at cwahlskog@360youthservices.org.

Job Title: Program Manager, Men's Transitional Housing Program

FLSA Status: Non-Exempt

Reports to: Executive Director of Housing

Hours: Full-time, 40 hours per week (some evenings and weekends required)

POSITION SUMMARY

The Program Manager for the Men's Transitional Housing Program will oversee all daily program services and community outreach activities serving young people experiencing homelessness and housed in our transitional housing units. The Program Manager will supervise case managers, caseworkers and interns in their day to day case management duties. They will develop and maintain relationships with referral sources, employers and community partners and ensure that outreach activities are performed and that all individuals experiencing homelessness calling for assistance are served in a timely and appropriate manner.

ESSENTIAL FUNCTIONS:

1. Complete phone screens and intake assessments for all potential residents.
2. Oversee/Develop individual case plans for all residents. Review and sign all housing agreements with program residents. Monitor all program plan compliance, complete discharge summaries.
3. Attend monthly Program Manager Meetings and Housing staff meetings.
4. Prepare monthly statistical and caseload status reports.
5. Participate in all agency-related meetings and activities as designated by the CEO and Executive Director of Housing.
6. Coordinate and maintain all records relative to contributions made to the THP as well as petty cash.
7. Conduct regular supervisory meetings and case staffing with case managers, caseworkers and interns.
8. Obtain random drug screens as needed and appropriate.
9. Assist residents in finding permanent affordable housing prior to discharge.
10. Participate in all discharge planning, aftercare and advocacy.
11. Coordinate services with community resources and develop resources to meet individual needs and evaluate residents' progress.
12. Maintain/oversee all residents' files to include case notes, contracts, budgets, releases, and necessary documentation received for program audits and statistical data.
13. Review all apartment checklists to assure maintenance of all apartments. Assure that all apartments have annual updates from the fire marshal.
14. Submit all necessary reports to the Executive Director of Housing as requested.
15. Carry pager/cell phone and respond to all calls within 15 minutes. Respond, on-site, to all appropriate requests for services within 1 hour.

16. Conduct presentations to potential referral sources in the community to market services.
17. Input data to HMIS utilizing the Coordinated Entry System and input monthly interim updates for all residents served.
18. Input Ansell Casey Assessments and Case Plans to eCornerstone for all DHS-funded residents.
19. Attend Quarterly DHS Homeless Youth Meetings and DuPage County Continuum meetings as assigned by Executive Director of Housing.
20. Maintain a positive relationship with the building property manager and Naperville Police Department Liaison as necessary.
21. Facilitate monthly Staff meetings/Staffings of all residents in the program.
22. Commit to the values of positive youth development, harm reduction, transformative justice, anti-oppression and trauma-informed care.
23. Other duties as assigned.

JOB QUALIFICATIONS:

1. Master's degree in social work or related human services field and four years post-Master's experience, with at least two years of supervisory experience.
2. Minimum of 24 years of age.
3. Hold a valid driver's license and provide proof of personal automobile insurance.
4. Commitment to providing affirming services for LGBTQ+ youth, racial justice and equity, youth experiencing homelessness and other vulnerable populations.
5. Demonstrate a level of professionalism, strong boundaries and personal integrity that can provide a positive and constructive role model for residents.

ORGANIZATIONAL VALUES:

Our values unite us as an organization. They are the anchors that steer our behavior, interactions with each other and provide a guide for decision-making.

- Compassionate: We wholeheartedly care for and listen to others
- Empowering: We nurture potential, build on strengths, and inspire hope for a brighter future
- Inclusive: We accept others completely as they are
- Affirming: We encourage and celebrate personal identity
- Respectful: We hear people where they are and are willing to work on judgments we may have towards others while treating people with the highest regard
- Authentic: We are truthful and transparent in what we say and do

About 360 Youth Services: 360 is a powerful organization joined together by a shared commitment to change lives and inspire hope. By strengthening emotional skills, reducing youth access to and use of alcohol and other drugs, and ending the experience of homelessness, 360 works passionately in our pursuit to help children, teens and young adults experience their full potential.

360 Youth Services is an equal opportunity employer. Decisions and criteria governing the employment relationship with all employees are made in a nondiscriminatory manner, without regard to race, color, creed, religion, national origin, sex, marital status, pregnancy, disability, sexual orientation, gender identity or expression, veteran status, age, FMLA status, or any other factor determined to be unlawful by federal, state or local statutes.

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