



Job Description

Job Title: Street Outreach Program Manager (Full Time, Exempt)

Program: Street Outreach Program

Reports to: Runaway and Homeless Youth Director

Job Category: **Manager** - Oversee activities for one or more programs for the organization. Often engaged in program client communication. May be responsible for establishing and managing partnerships with public and private organizations, training staff and volunteers and reporting on program outcomes. Duties include research, correspondence, mailings, filing, inputting data, budgeting and maintaining program databases. Will supervise staff.

Hiring Range: **\$34,000 - \$44,000**

Job Summary:

Provide oversight, supervision, and direction to the Street Outreach Programs in Saratoga, Fulton, and Montgomery Counties and Safe Harbour Program. Supervision and management of the Safe Harbour/Street Outreach Case Manager, the STEHP Street Outreach Case Manager for Fulton and Montgomery County, and the Street Outreach workers. Ensure the mission, goals, outcomes and impact of the Street Outreach Program are being met or exceeded, and all grant obligations are being fulfilled.

Duties and Responsibilities:

- Provide direct oversight and supervision of the Street Outreach program in accordance with CAPTAIN Community Human Services policies and procedures and the Street Outreach Program grant guidelines under funding from Family and Youth Services Bureau (FYSB) of the federal Department of Health and Human Services.
- Supervise Street Outreach Program Case Managers and Workers and provide annual performance evaluations for these employees.
- Report all Program activity as directed by the Runaway and Homeless Youth (RHY) Director and fulfill all grant reporting obligations, including oversight of the Homeless Management Information System (HMIS).
- Recruit, interview, hire, and train all Street Outreach Workers and Case Manager to ensure proper program staffing requirements are met.
- Establish and maintain positive relationships with community members, organizations, local school officials, local officials, and other partner organizations on behalf of the Street Outreach program.
- Ensure records pertaining to the Youth served by the Street Outreach Program to include case notes, daily logs, monthly reports, HMIS data input, and other reports as necessary.
- Ensure supplies for the Program are met, including food through the Regional Food Bank (or with conjunction with Youth Shelter order) and local grocery stores within budgeted amount.
- Oversee general maintenance and cleanliness of all Street Outreach offices, facilities, rental locations, special event locations and vehicles associated with Program.

- Provide advocacy for street youth in need of help and services. Guide and assist Street Outreach workers in direct street shifts. Guide and assist the Case Managers with client cases as needed.
- Identify community support services for program participants with regard to ethnic, religious and family background. Seek new opportunities to assist street youth to develop, grow and enrich the Street Outreach Program.
- Complete and document a minimum of 20 hours of training annually.
- Assist with Youth Shelter on-call responsibilities as directed by agency guidelines under the supervision and direction of the RHY Director. Additional compensation is associated with this outside of the annual salary and hiring range.

Telecommuting and Remote Policy:

Generally work from home is not a viable option due to programming and overseeing the building whenever it is open. Therefore, work from home may only be considered when programming and building use is non-operational.

Skills Required to Perform the Job:

- Excellent verbal and written communication skills.
- Ability to multi-task and provide professional supervision during crisis situations.
- Ability to think “outside the box” and problem solve issues to resolution.
- Ability to be self-starter and critical thinker that requires limited supervision.
- Have strong work ethic.
- Strong computer skills and ability to perform office tasks with Windows platform; to include Word, Excel, PowerPoint and Outlook.
- Ability to be flexible with working early or late as needed.
- Ability to supervise effectively.
- Excellent organizational and interpersonal skills, flexibility and initiative

Qualifications:

- Bachelor’s degree from an accredited college or university with three years experience in the field of human services. Five or more years of experience in the field of human services can be substituted for degree, but some college level courses needed. At least one year of supervisory experience.
- Case management experience is preferred.
- Community outreach experience required.
- Must possess a valid NYS Drivers License and provide evidence of appropriate insurance coverage.

Employer Disclaimer:

- Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their direct supervisor.
- This job description does not create an employment contract, implied or other than an “at will” employment relationship.

Employee Signature: _____ **Date:** _____

Supervisor Signature:_____ **Date:**_____

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