

Job Details

Title:	Director, Community Youth Services (CYS)
Reports to:	Executive Director
Classification:	Exempt, Salaried
Hours:	Full-Time; as part of leadership duties, includes occasional weekend/on-call hours
Hiring Range:	\$55,000-\$65,000, based on experienced and education
Work Week:	Monday 12:00 AM to Sunday 11:59 PM (AGENCY WORK WEEK FOR CALCULATING OVERTIME for non-exempt employees)

Required to Transport Clients? Yes

Required to Drive in the Course of Conducting Business? Yes

Meets Policy Requirements for Personal Cell Phone Use Stipend: Yes

Meets Policy Requirements for Company Cell Phone: Yes

Background

Since 1975, Pendleton Place (PP) has been a place of safety and comfort for children affected by foster care, homelessness, poverty, and trauma. PP is committed to innovative approaches that will achieve our vision that children and youth are safe, families are whole, and communities are strong. We help children and families through a focus on residential foster care, supportive community services for at-risk families, an array of youth homelessness services, and comprehensive assessment for children and families in the child welfare system.

The Community Youth Services (CYS) department manages multiple federal and other grants for programs aimed at addressing youth homelessness. The Youth Resource Center (YRC) of CYS provides an affirming and nonjudgmental space to meet the basic needs of youth aged 24 and under who are experiencing or at risk of homelessness, including support, outreach, and access to resources (SOAR 864). The CYS department also facilitates HUD youth housing programs (i.e., Rapid Rehousing, Youth Transitions, etc.). The complementary Pendleton Place and CYS models of service utilize a youth- focused framework incorporating positive youth development, trauma-informed care, and economic mobility. Pendleton Place is an authorized Thrive Hub location and CYS staff can assist clients in applying for state, federal, and other public assistance, increasing their access to various benefits and services that will improve their overall health and stability. The CYS works extensively with youth who are at risk of or experiencing homelessness, and who have experienced trauma, often in the form of childhood maltreatment, system involvement, housing instability, and/or trafficking.

Position Summary

Under the general supervision of the Executive Director, the *Director, Community Youth Services (DCYS)* leads a diverse team to design and deliver innovative, high-impact, & high-quality services to youth experiencing homelessness, youth at increased risk of homelessness, youth exiting homelessness, and other youth in the community in need of resiliency-building. The DCYS oversees the CYS team's delivery of direct services to program participants, including on-the-floor coverage of drop-in hours, street outreach, and housing programs. The DCYS manages complex operations of a department and supervises a range of staff roles in a manner that emphasizes effective collaboration, trauma-informed care, and structured employee support. Key qualities of the DCYS will include strong leadership skills, strategic vision, curiosity, adaptability, and a deep understanding and commitment to social justice.

Key tasks include program and project management, quality improvements, data maintenance, and oversight of facility operations. The role will also require ensuring fidelity to program models and evidence-based interventions individually and on behalf of the CYS team, along with the complex demands federal grant management (to include trainings, reporting, etc.) in conjunction with the Executive Director (ED), philanthropy and quality teams, and the finance department. As a leading "face" of Pendleton Place's youth homelessness work, the CYS may engage in public speaking events, community and partner engagement, and task forces and work groups, focused on emerging trends in child welfare/runaway-homeless youth, and state youth policy. As Pendleton Place expands its youth homelessness work, the DCYS may assist and/or serve as the subject matter expert and offer oversight of this expansion.

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Essential Functions of Position

Note: These tasks are illustrative only; to carry out the day-to-day functions of the job, other duties may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Department Leadership
 - Oversee all CYS department functions, including participation in program planning efforts and the use of evaluation data to drive decision-making
 - Develop, revise, and implement policy and procedure related to CYS operations
 - Play an active and integral role in Pendleton Place's performance and quality improvement (PQI) efforts, assisting with mapping outcomes and performance indicators, refining a theory of change, collecting data, evaluating program effectiveness, and modifying program parameters accordingly based on the results
 - Plan and organize day-to-day operations and activities in the CYS, regularly and efficiently reporting results, successes, and challenges to the Executive Director and any other designee(s)
 - Serve on the Pendleton Place PQI Committee to participate in the agency's overarching quality improvement and risk assessment activities
 - Regularly participate in cross-program leadership meetings and activities to continuously contribute to a collaborative workplace
 - Support federally-funded grant projects and applications
 - Contribute to agency trainings and staff meetings
- Management of Daily CYS Operations
 - Provide support and leadership to CYS staff and oversee day-to-day CYS operations, including at drop-in center coverage hours
 - Design and maintain a staffing schedule that ensures participant safety and appropriate staff-to-participant ratios, offers relief support, and designates on-call staff for coverage, if needed
 - Support direct service team members with short-term case management assistance
 - Develop and maintain community relationships to further the goals of the CYS (i.e., healthcare or mental health providers at drop-in, landlords for housing programs, etc.)
 - Maintain effective communication with internal and external partners, to include other Pendleton Place programs and staff
 - Provide and/or coordinate assistance, training, and oversight for the intake, screening and service planning for CYS clients (i.e., HMIS, eReach, etc.)
 - Mediate problems and participant grievances when needed, escalating to executive leadership in accordance with agency protocols
 - Regularly review participant case management plans and goals for appropriateness and progress; solicit and review participant satisfaction survey regularly
 - Enforce all organizational policy and program procedures with clarity and consistency to foster an environment that is equitable, structured, safe, and predictable for staff and participants
 - Train, support, and assist staff with SC Thrive Hub/benefit screenings
 - Lead/coordinate youth peer support sessions and independent living trainings sessions as needed
 - Provide occasional participant transportation to meet case management goals

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- Program Administration
 - Ensure compliance with all applicable South Carolina regulations, COA standards, grant requirements, and contract expectations, as applicable
 - Monitor case notes, critical incidents, and other sources of program data and use the information to drive program development and improvement; respond within required timeframes to critical incident reports
 - Regularly review client case records, for completion and accuracy Coordinate with ED, philanthropy and quality teams, and finance department to utilize grant funding to meet participants' needs
 - Maintain appropriate fiscal controls to ensure that all program expenditures are within the established annual budget
 - Lead and/or partner on reporting for program initiatives
- Supervision & Training
 - Responsible for hiring, initial orientation, and ongoing supervision and training of direct reports, to include training in COA requirements, logic models, grant compliance, and contracts, etc.
 - Ensure staff development by providing annual improvement and training goals to staff
 - Plan and facilitate staff meetings to identify and develop strategies that meet the needs of program participants and staff
 - Assist engagement team members with SOAR 864 channels
 - Understand and/or conduct housing intake and assessments with participants referred from the HDC of the Upstate COC
 - Train and support team in HMIS intake with new CYS participants as/if needed
 - Support program managers and their direct staff in executing duties, to include but not necessarily be limited to:
 - Supporting weekly YRC drop-in hours and sharing in rotation of drop-in roles and responsibilities
 - Assisting participants in securing resources for application fees, security deposits, moving expenses, and household items as needed
 - Serving clients, aiding in coordination of community volunteers, and providing hands-on support for team
 - Identifying suitable housing including conducting research, accompanying participants to housing viewings, etc.
- Collaboration
 - Develop strong and effective working partnerships with community agencies to ensure a network of resources available for easy participant referral reporting to funders and participate in grant-writing as appropriate
 - Cultivate and maintain relationships with community resources, property owners, and real estate agencies
 - Serve as one of the primary contacts for property owners/landlords
 - Attend staff meetings and peer supervision sessions
 - Guide and direct volunteers as applicable
 - Assist any other YRC staff with direct participant services as needed including short-term case management
 - Ensure high quality and timely documentation of participant contact, meetings, and progress within HMIS and any other appropriate databases
 - Coordinate with CYS team to compile and submit monthly program reports and outcome dashboards to the Executive Director/philanthropy/quality/finance staff
 - Assist CYS team in quality improvement efforts; participate in data management meetings, review provided performance data, etc.
 - Other duties as needed to ensure quality services and positive outcomes for participants

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Qualifications

Minimum Qualifications

- Graduate degree in public admin (MPA), law (JD), social work (MSW), or closely related field and at least three (3) years of relevant direct programming experience in human services/ youth work with at least one (1) year of supervisory experience, or a baccalaureate degree from an accredited college or university with at least five (5) years relevant work experience in human services/youth services and a minimum of two (2+) years of supervisory experience
- Knowledge of social services, child welfare systems, FYSB, HUD housing models and homelessness definitions, trauma-informed care, and youth development; ability to keep up with current trends in these areas and integrate new findings into programming.
- Excellent communication, organization, problem solving, time management, and follow-up skills
- Knowledge of data management and other technology that relates to outcomes measurement, research interpretation, and program analysis
- Demonstrated commitment to integrity, consensus building, and team approach to management
- Ability to quickly and decisively adapt to changing situations and continue to progress toward goals and priorities
- Commitment to diversity and inclusion and ability to work with diverse clients
- Willingness/ability to treat all clients and staff with respect and dignity
- Satisfactory criminal history and background check determination (Child Abuse and Neglect Central Registry, criminal background check, Sex Offender Registry, Motor Vehicle History, fingerprinting, and potentially others)
- Possession of a valid driver's license

Desirable Qualifications

- Experience building a youth program, particularly for youth experiencing homelessness
- Knowledge of affordable housing, including housing subsidies, Fair Housing, tenant rights, and other South Carolina housing rules and regulations
- Two or more years of experience working directly with youth (17-24)
- Leadership experience
- Candidates who reflect the population predominantly served by the YRC (people of color, LGBTQ+, Spanish-speaking) as well as those with similar lived experiences of housing instability are encouraged to apply.

Physical Demands				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	N/A
Handling	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	N/A
Reach Outward	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	N/A
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	N/A
Lifting Requirements				
10 pounds or less	Constantly	<input checked="" type="checkbox"/> Frequently	Occasionally	N/A
11 to 20 pounds	Constantly	<input checked="" type="checkbox"/> Frequently	Occasionally	N/A
21 to 50 pounds	Constantly	Frequently	<input checked="" type="checkbox"/> Occasionally	N/A
51 to 100 pounds	Constantly	Frequently	Occasionally	<input checked="" type="checkbox"/> N/A

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> than 100 pounds	Constantly	Frequently	Occasionally	<input checked="" type="checkbox"/> N/A
Pushing and Pulling Requirements				
12 pounds or less	Constantly	<input checked="" type="checkbox"/> Frequently	Occasionally	N/A
13 to 25 pounds	Constantly	<input checked="" type="checkbox"/> Frequently	Occasionally	N/A
26 to 40 pounds	Constantly	Frequently	<input checked="" type="checkbox"/> Occasionally	N/A
41 to 100 pounds	Constantly	Frequently	Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	Constantly	Frequently	Occasionally	<input checked="" type="checkbox"/> N/A
Definitions				
N/A	Not Applicable	Activity is not applicable to this occupation		
O	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)		
F	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)		
C	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)		

The organization has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your At-Will employment, and the organization reserves the right to change this job description and/or assign tasks for the employee to perform, as the organization may deem appropriate.

Signature of Job Description Required Only Upon Job Offer & Acceptance

I _____ have read and understand this job description and agree that I am able to perform the essential functions outlined in this job description. I understand that failure to provide information or omission of information pertaining to my ability to meet the requirements of the job or my inability to perform the essential job duties will be cause for immediate termination of employment, regardless when or how discovered.

Signature: _____

Date: _____

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