



HETRICK-MARTIN INSTITUTE
EMPOWERMENT, EDUCATION & ADVOCACY FOR LGBTQ YOUTH

DIRECTOR, YOUTH SERVICES

Unit: **Youth Services**
Unit: **Youth Service**
Reports to: **Senior Director of Youth Services**
Classifications: **Exempt, F.T. (Administrative)**

Essential Functions:

% Time	Role Description
40%	<i>Oversight and Management</i>
	<ol style="list-style-type: none">1. Oversight and management of all Academic Enrichment, Job Readiness and Arts & Culture programs, contracts, and staff.2. Oversight and management of the overall operations of HMI program milieu including supervision of Youth Member Engagement Program track: Member Navigation, Lobby Reception, Community Outreach & Engagement, Peer Orientation Worker (POWers) program, Socialization, Café, Special Event Schedule, Community Meeting, and Youth Advisory Board.3. Work collaboratively with YSD Management Team (Senior Director of Youth Services, Director of Clinical/Counseling Services, Director of Homeless Youth Initiatives, Assistant Director of Health & Wellness, and Administrative Coordinator) to ensure effective, integrated, multidisciplinary approach to providing youth with wrap-around services to meet programmatic and agency goals.<ol style="list-style-type: none">1. Work with Senior Director of Youth Services to provide leadership and oversight for implementation of Salesforce-enabled communication and data sharing among program staff2. Manage the implementation of C2C contract deliverables specific to the training and task-shifting of non-clinical staff to facilitate the implementation of mental health supports delivered outside of (and in collaboration with) the Counseling track, including Youth Mental Health First Aid, psychoeducation and Motivational Interviewing.4. Oversee hiring, orientation, supervision, training and termination of staff in Academic Enrichment, Job Readiness and Arts & Culture (and Youth Member Engagement) tracks5. Manage the HMI collaboration with the Department of education (DOE)<ol style="list-style-type: none">a. Serve as primary liaison to DOE-HMHS and its affiliates as necessary to ensure an effective collaboration between HMI and DOE. Including but not limited to:<ol style="list-style-type: none">i. Member of HMI/DOE Collaborative Management Teamii. Supervision of HMI staff working within HMHS

	<p>6. Collaborate with YSD Directors to implement orientation training and professional development for all new direct service staff in the Youth Services Unit with regard to</p> <p>HMI program P&P, including the training of all new staff to take on duties of AOC.</p> <p>7. Ensure ongoing implementation of daily YSD staff Circle meetings to ensure effective staff communication, to reflect and center YSD mission and core values, and to</p> <p>contribute to positive team morale.</p> <p>8. Manage the day-to-day operations of Youth Membership Programs and HMI agency</p> <p>communications to our youth members in general (signage, social media, announcements, calendar, etc.)</p> <p>9. Monitor all immediate risk-management issues for Youth Services unit related to youth</p> <p>incidents, and adherence to applicable regulations emanating from the Department of Education, NYSED, or Harvey Milk High School</p> <p>a. Review all youth incident reports and convene appropriate staff (including</p>
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Updated: 10/03/17

Approval: BH

	<p>Clinical Coordinator) to conduct case planning related to youth incidents</p> <p>2. Ensure effective communication with NYPD School Safety Division for permits, scheduling and collaboration</p> <p>3. Oversee creation of new departmental policies and procedures as needed</p>
30%	<i>Program Planning & Design</i>
	<p>1. Leadership role in agency-wide strategic planning.</p> <p>2. Assist with assessment, planning and design of all Youth Services departmental</p> <p>functions/programs for the Academic Enrichment, Job Readiness, Arts & Culture and</p>

	<p>Member Engagement tracks.</p> <ol style="list-style-type: none"> Develop program designs as determined by clinical trends, community needs, and contractual requirements. Link with consultants, researchers and other internal and external supports to create effective programs design to optimize chances of achieving agency mission. Oversee the development and monitoring of program curricula and program content delivery utilizing Positive Youth Development and Trauma-Informed approaches; ensure that curricula for programs aligns to Common Core State Standards where required. <ol style="list-style-type: none"> Provide consultation to other Youth Services program tracks around all issues related to academic topics, school social work, job readiness, and the pathways to college and other post-secondary education options. Responsible for overseeing the implementation of programmatic outreach including identifying appropriate venues and linkages for outreach throughout NYC. <ol style="list-style-type: none"> Assist in the tasks of building service and support linkages within the larger community (CBO's, schools, hospitals, etc) to maintain essential referral base for HMI youth members. Address programmatic risk management issues and ensure delivery of services is in compliance with applicable DOE and after school provider regulations, regulations impacting the hiring and supervision of youth interns, and other risk management duties for department.
30%%	<i>Administrative Duties</i>
	<ol style="list-style-type: none"> Create, track and manage budgets for Academic, Job Readiness, Arts & Culture and Member Engagement program tracks Responsible for the oversight and supervision of Youth Services programs during Administrator on Call duties, and with respect to staffing and process of Member Navigation. Leads Youth Services Management Team Meeting (weekly) and monthly YSD unit meeting with Senior Director of Youth Services. Coordinate implementation of HMI Intake and New Member orientation process with the Director of Clinical and Counseling Services.

	<ol style="list-style-type: none"> 5. Responsible for contractual reports as necessary to remain in compliance with funders; Support in monitoring and meeting all contractual requirements for Youth Membership programs and Academic, Job Readiness and Arts & Culture track. 6. Supports Senior Director of Youth Services in the management and oversight of funding sources; grant acquisition, implementation and evaluation. 7. Program Monitoring: Manage, implement and ensure timely internal and external data collection, analysis and reporting for department, and monitor applicable contractual compliance. 8. Grant Management and Budget Stewardship: Overall management of grant budgets and budget allocations within Departments/tracks. 9. Program Evaluation <ol style="list-style-type: none"> 1. Assist in the creation of effective and targeted evaluation tools to evaluate success of program design in achieving program outcomes and overall agency mission. 2. Assist in the assessment of evaluation tools and resulting data to inform program creation, re-design and ongoing oversight. 10. Community Collaboration
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	<ol style="list-style-type: none"> a. Consistent collaboration with community agencies and constituencies, identified as essential to achieving identified goals and objectives and overall agency-wide mission. b. Direct communication with departmental funding sources.
As needed	Other duties as assigned by supervisor.

Knowledge, Skills and Abilities Required:

1. Master's degree in public health, social work, psychology, related human services field OR Bachelor's degree and 5+ years supervisory experience in an after-school setting.
2. **5+ years specific experience with Design Development and Management of After-School Services in not-for-profit setting required**
3. At least five years experience with diverse population of adolescents in an urban setting, including knowledge of lesbian, gay, bisexual transgender and questioning youth from various cultures and backgrounds.
4. Ability to exercise independent judgment when appropriate; strong decision-making skills
5. Strong oral and written communication skills.
6. Experience facilitating group discussions and managing a variety of small and large group dynamics.

7. Excellent verbal and written communication skills, including conflict mediation and public speaking.
8. Knowledge of harm reduction practices, trauma-informed care, and positive youth development models.
9. **Computer Skills:** Strong with proficiency in Microsoft Word, Excel, PowerPoint and Outlook.

Additional Desirable Qualifications:

1. Experience working within a systems approach, Trauma-Informed Care and Positive Youth Development models in the treatment of adolescents.
2. Strong knowledge of cultural competency issues.
3. Spanish speaking preferred.

Working Conditions:

1. Work primarily in 2 Astor Place, NYC, except for Outreach work
2. Program work schedule:

Monday through Friday – 12:00 pm to 8:00 pm

One work day weekly scheduled for 10 am – 6 pm as approved by supervisor