



The Matthews House

Growing Stronger Together

Youth and Young Adult Shelter Manager

Reports to:	Youth & Young Adult Director
Job Location:	Larimer County
Status:	Full-time; Exempt
Salary Range:	\$60,000-70,000 (plus benefits)

The Matthews House Mission: Empowering youth and families through connection, self-efficacy, and independence.

The Matthews House Vision: A community that is aware, belongs, and is self-sufficient.

The Matthews House Values: Relationship-centered, Assume the best of people, Own your role, Innovation, Remain curious

JOB DESCRIPTION: We are seeking a committed and innovative leader to help launch and oversee the new Northern Colorado regional youth shelter in Loveland, called The Landing. You will be a pivotal member of the team to launch this long-awaited and much-needed service in our community. You will lead a team of 10-15 shelter staff who work with youth either staying in the overnight shelter and/or accessing daytime drop-in services. The youth could potentially have a history of foster system involvement, family instability, trauma, and/or homelessness and housing insecurity. The Landing will serve youth and young adults ages 15-20 years old, with the ability to house around 20 youth each night. Your work will enable you to make a meaningful impact on the lives of these young people and will contribute to the positive, supportive work culture at The Matthews House. You will be responsible for providing direct supervision and program oversight in the following youth and young adult areas at The Landing: overnight shelter services, daytime drop-in services, resource navigation, collaborating with close community partners (PSD, TSD, Larimer County DHS, law enforcement), and maintaining partnerships with other support services for youth (mental health, physical health, employment support, etc.). **This position is projected to begin in early July.** The Landing will not open until November/December, so the first months of this position will be helping to develop the framework for shelter operations.

QUALIFICATIONS:

- Required: Bachelor's degree from an accredited college or university and three years of verified experience in the human services field, two of which were in a supervisory or administrative position; or a Master's degree and two years of verified experience in the human services field, one of which was in a supervisory or administrative position.
- Demonstrates supervisory skills: self-awareness, communication, decision-making, interpersonal skills, adaptability, time management, conflict resolution, cooperation, mentorship, positivity, and a willingness to learn.
- Demonstrates skills critical to successful strengths-based youth services, including interdisciplinary collaboration, crisis management, resource education and referral, and trauma-informed care.

- Experienced in developing new programs and protocols, and reading and interpreting state and federal regulations.
- Experienced in hiring staff that align with the culture of an organization.
- Must be familiar with helping youth and families dealing with substance use, mental health, domestic violence, multi-generational poverty, and trauma.
- Must have proven organization, time management, critical thinking, and team partnership skills.
- Preferred: Familiar with residential settings or facilities with licensing regulations
- Have knowledge of community resources in Larimer County.
- Able to respond professionally to safety and emergency situations.
- Must be able to drive and have a clean driving record.
- Must pass an FBI/CBI fingerprint screening, background check, and TB test.
- Skilled in using word processing, database and presentation software.
- Bilingual in Spanish/English is preferred, but not required.

RESPONSIBILITIES:

The minimum performance expectations include, but are not limited to, the following:

- Supervise assigned staff, coaching and instructing them. Develop staff skills and hold staff accountable in their work to ensure appropriate and timely services are provided. Provide support, direction and coaching to shelter staff in the areas of job performance, problem resolution, planning, and work assignments.
- Supervise your team's professional development and growth within The Matthews House by identifying additional opportunities for staff when appropriate, completing timely annual performance reflections, and reviewing employee personal development plans.
- Direct daily operations at The Landing. Manage the weekly schedule, prioritize and assign tasks and projects, and review work assignments and progress. Ensure that we maintain the proper levels of security, discipline, sanitation, and safety of the facility.
- Evaluate issues within the shelter, and recommend and implement solutions. Develop and approve recommendations for improving the operations and processes. Ensure that strategic goals are reached.
- Assist the Youth and Young Adult Director in monitoring and evaluating operations and program development at The Landing, including overnight shelter and daytime drop-in goals, objectives, policies and procedures.
- Assist with ensuring that shelter activities are in compliance with all laws, policies, regulations and goals. Ensure that all required inspections and reports are completed.
- Develop and maintain ongoing partnerships for youth support services, including physical health, mental health, education support, and vocational/employment programs.
- Collaborate with our close shelter partners and stakeholders, including PSD, TSD, other northern Colorado school districts, local law enforcement, and Larimer County DHS.
- Provide leadership and guidance in unusual situations or emergencies. Maintain presence of mind and professionalism during crises.
- Monitor and evaluate trends in services and treatments for adolescents experiencing homelessness. Evaluate the operations and programs of The Landing and make recommendations for improvements. Report required data to information systems and grantors.
- Work effectively with teams and other professionals who serve higher risk youth and families including other Matthews House staff, county and state officials, and other collaborative agency staff.

- Participate in appropriate meetings within the agency and community and provide agency representation to county and state partners and other stakeholders as assigned.
- Represent The Matthews House throughout the community by positively promoting the services provided as well as presenting professionally at community meetings and events.
- Work with the Youth and Young Adult Director to develop a comprehensive onboarding and training plan for new shelter staff.
- Onboard new hires in a welcoming and supportive manner. Teach The Matthews House procedures, policies, culture, and job expectations. Ensure new staff are learning and performing their job expectations within their first 60 days.
- Monitor that all shelter staff are kept up-to-date on required certifications.
- Maintain professional standards regarding client rights. Demonstrate an understanding of confidentiality policies, mandated reporting, and duty to warn procedures.

ADDITIONAL RESPONSIBILITIES:

- Support and maintain the positive culture of The Matthews House and uphold agency values: relationship-centered, assume the best of people, own your role, innovation, remain curious.
- Communicate professionally and effectively through written and verbal formats.
- Ensure all services provided are within the Matthews House guidelines and policies.
- Perform other duties as assigned.

SCHEDULE & WORK ENVIRONMENT:

- This position will generally be Monday-Friday, including some evenings.
- Occasional weekends and holidays may be required to fulfill the duties of this position.
- Work location will typically be at The Landing in Loveland once it is ready for occupancy. The position will initially office out of The House in north Fort Collins. Other meetings throughout Larimer County will be required.
- Due to the nature of working with vulnerable youth who have experienced trauma including homelessness, the youth and young adults may at times exhibit behavior challenging authority. Work areas could sometimes include physical conditions such as inclement weather, sharps, drugs and paraphernalia, and interpersonal contact from non-employees that include sexual innuendo and threatening language. The Matthews House will conduct safety training and procedures to prepare and protect employees in these uncontrolled environments. Compliance with safety protocols is required, which may include the involvement of law enforcement and/or enactment of emergency protocols.

BENEFITS:

- Health insurance (medical, dental, vision) with employer contribution
- 401(k) with 3% match by employer
- Paid time off
- A mission-driven environment with strong staff culture

EQUAL OPPORTUNITY EMPLOYMENT & AFFIRMATIVE ACTION

The Matthews House is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants or employees on the basis of age, race, sex, color, religion, national origin, disability or any other status protected by state or local law.