



Program Manager: Cornerstone Group Home (Lisle, IL)

360 Youth Services, a non-profit agency transforming the lives of youth for 50 years, is seeking to hire a **Program Manager** for our **Cornerstone Group Home**, supporting mostly male-identified youth ages 13- 18. Our ideal candidate has child welfare experience and focused education related to working with young people who have experienced complex trauma and providing affirming services **with Black, Indigenous and People of Color (BIPOC)** and the **LGBTQ+ population**.

The candidate is energetic and engaging with an ability to lead and inspire a team; create an inclusive community for staff and residents alike; and seeking increasing responsibility and a promotion path. This full-time (40 hours/week) exempt position is a member of the agency's Housing Department. As a key member of the 360 Youth Services management team, the Program Manager provides direct and indirect supervision to 12 staff members and ensure not only safety is maintained but is committed to developing high-quality program and care for our youth.

Reports to: Executive Director of Housing

Essential Duties & Responsibilities:

Visioning Responsibilities:

1. Lead the culture work to establish a safe and affirming home centered in positive communication for all residents and staff who live and work there.
2. Seek-out, evaluate, and fulfill opportunities for expansion to meet the need such as launching a program for those who are victims of sex trafficking, host homes program, and other programs that fill gaps in our community.
3. Guide the group home toward obtaining accreditation, maintain Human Rights Campaign Innovative Tier for working with LGBTQ+ youth in care and lead the ongoing implementation of a trauma-informed community.

Staff and Partnerships:

1. Provide leadership and management in the delivery of all group home programs and services, including monthly team meetings to discuss issues related to the home and youth in care.
2. Oversee all aspects of the group home, including, but not limited to, staffing, programming, Unusual Incidents, home budget, supplies, and maintaining a home environment conducive to resident's growth and development.
3. Recruit, select, hire, orient, train, and re-train (including CPR and CPI), staff and ensure all staff remain in compliance with training requirements.
4. Provide regular, consistent supervision to all assigned staff including Case Manager and Operations Coordinator, complete performance evaluations annually, and a crisis and staff support as needed.
5. Approve, coordinate, and manage all assigned staff work schedules and assigned duties ensuring ratios that support schedules for optimal engagement for youth and staff.
6. Ensure compliance with all regulating bodies (including but not limited to DCFS (Department of Children and Family Services) and HMIS as it relates to case notes, staffing, documentation, safety, and training.
7. Develop and implement policies and procedures for service delivery.
8. Maintain a working knowledge and be familiar with child welfare policies and procedures as outlined by the Department of Child Welfare
9. Program Manager shares on call 24/7 duties with Case Manager and Operations Coordinator for any major emergencies/crisis for the home. It is the expectation that the Program Manager be reachable via cell phone during on call weeks. They are responsible to be available to the home for front line support and back-up in accordance with the on-call schedule.

Programming and Affirming Home Environment:

1. Develop, direct, and lead high quality programming that help our young people have a sense of community, develop resiliency, and provide opportunities to thrive. This includes planning and implementation of individual and group recreation, online education, routine milieu programming, transportation coordination, Seven Challenges weekly group, study groups to name a few.
2. Oversee treatment plans for all residents including goal planning and monitoring residents and their progress, providing services to enhance the development of social skills, life skills and problem solves skills. Ensure residents are registered in school, and support access to medical, dental, hearing and vision appointments.
3. Coordinates with the Residential Therapist, Case Manager, Psychiatric Nurse Practitioner, and other staff to implement case planning and youth goals.
4. Participate in meetings relevant to youth's progress in treatment with DCFS, family of origin, education, and other relevant parties, as needed.
5. Maintains optimal and professional relationships and contact with youth and their family members/guardians.
6. Completes full intake process for all new residents, including coordinating with Central Matching, DCFS caseworkers and monitors, and any shelter placements through CCBYS.
7. Provides administrative oversight to all home activities including, but not limited to, reviewing the daily home log, youth's binders, and all appointments for the youth living in the home.
8. Maintains accountability and oversight for all environmental tasks and vehicular maintenance ensuring that the home maintains optimum health and safety for residents and staff members.

Financial Responsibilities:

1. Oversee maintenance and management of the home including menus, meal planning and supply purchase.
2. Ensures that youth's allowance and funds are spent responsibly with the assistance of the Case Manager.
3. Manages monthly budget by tracking revenue and expenses. Participates in monthly financial review of the home.
4. Submits and monitors payroll.

Qualifications & Characteristics:

1. **Education:** Master's Degree from an accredited program focused in counseling, psychology, social work or marriage and family therapy preferred, Bachelor's required.
2. **Experience:** Must be at least 21 years old with previous child welfare experience required. Strongly encouraged to be on track to hold a State License: LCPC, LMFT, or LCSW.
3. **Competencies:** Must be strength based, detail-oriented, demonstrate strong problem-solving skills, and center your work in harm reduction and excellent written and oral communication skills.
4. **Technical:** Must have either experience or strong education in complex trauma and affirming care for LGBTQ+ young people and supporting BIPOC youth. Experience supporting youth in child welfare and/or youth who are justice involved. Sound knowledge of human behavior theories and child development.
5. **Social Skills:** Demonstrate healthy communication skills and ability to positive, engaging organization culture. Must be open to feedback, willing to have crucial conversations, collaborative team player with the ability to work independently and take initiative.
6. **Leadership:** Must demonstrate professionalism, flexibility, compassion, and good judgment. Open to having crucial and vulnerable conversations.
7. **Mission-Driven:** Reinforces 360's mission and vision with the organization and the community.

8. **Collaboration:** Demonstrate ability to work on a multi-disciplinary child welfare team, across agency programs, with families and with community partners. Advocates for diversity and inclusion at all times. Initiates the development of relationships with civic/business partners and community leaders.
9. **Personal Growth:** Models adaptability and facilitates change. Demonstrates a hunger to maintain and learn skills. Demonstrates up-to-date knowledge in navigating innovative technology.

Special Conditions:

1. Position requires some evenings and weekends.
2. Must have access to a vehicle daily, a valid driver's license, good driving record, and proof of auto insurance.
3. Must be able to lift 50lbs and be on your feet for prolonged periods of time.
4. Must be able to pass a federal background check.

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. Applicants of color and those who identify as LGBTQ+ are highly encouraged to apply. 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.

To apply for this position, please email a cover letter and your resume to: vtawrel@360youthservices.org.

For more information about 360 Youth Services visit our website at: www.360youthservices.org