

Join our team! You could play an important role at Cocoon House.

We empower young people, families, and communities to break the cycle of homelessness through outreach, housing and prevention. Through our programs, we serve hundreds of youth and their families at our four locations and throughout Snohomish County. To learn more, please visit our website at <http://www.cocoonhouse.org>

We're looking for an **East Program Manager** –

Job purpose: This position has responsibility for overseeing the Cocoon House East emergency shelter program by supervising staff, overseeing entrances and discharges of clients, providing support and structure for clients in care, ensuring appropriate case plans, ensuring proper data collection ensuring compliance with licensing and contract requirements and maintaining the facility.

Hours: Full-time, 40 hours per week

Pay: DOE

Benefits: Full benefits after 60 days

Duties and responsibilities:

- Screen, interview, hire, train and supervise staff. Provide feedback concerning policy, procedures and their areas of responsibility in a constructive fashion. Monitor staff follow-through on tasks, policies and procedures. Provide leadership to staff. Conduct employee performance reviews at least once yearly and position plans every 6 months. Complete necessary employee paperwork.
- Screen youth for placement in program. Ensure that every attempt is made to screen youth into program while proactively addressing youth barriers and needs to ensure safety of youth, staff and program. Work with staff to create inclusive, supportive and trauma informed environment to ensure youth are supported in program and are able to work toward goals.
- Coordinate with Housing Director and community partners to facilitate 24-7 entrances of new residents for Safe Place, BCP and HOPE bed placement. Assure appropriate use of beds. Maintain adequate census. Submit billing.
- Oversee initial assessment of all youth and development of individual case plans for each youth; assure access to education. Oversee discharges. Facilitate intakes of youth into state-funded HOPE beds.
- Provide a rich enrichment and activities program for youth in care. Supervise, engage and interact with teens in care and empower staff to do the same. Follow through on our expectations for their behavior. Provide services, make referrals and support them during their stay. Accompany youth on outings, ensure compliance with licensing, and contract staff to youth ratios.
- Provide supervision to staff members to set professional goals, follow up on performance issues and provide 1:1 mentoring and guidance.
- Maintain all necessary logs and paperwork regarding client and licensing files. Ensure compliance with all data entry requirements including CaseWorthy, HMIS and RHYMIS.

Oversee services provided to youth in state-funded beds and ensure compliance with all contract requirements. Ensure facility complies with licensing and grant standards.

- Oversee day-to-day operations and shift coverage. Ensure compliance with licensing and contract staff to youth ratios. Address facility and maintenance needs.
- Oversee proper collection of data and compliance on contracts; work with data team and finance dept. to generate reports and accurate billing.
- Attend community meetings. Be able to represent the agency and program. Respond to community calls and maintain a harmonious relationship with neighbors. Proactively address concerns that may arise.
- Be available to staff for emergency consultation. Assess dangerous or emergency situations and provide appropriate response. Provide after-hours support to all housing staff one week a month.
- Follow mandated reporter requirements by documenting incidents and calling CPS. Follow-up on CPS and non-CPS incidents.
- Complete other duties as assigned by Director of Housing

Required Meetings:

Weekly case plan staffing

Monthly all-staff

Weekly supervision with Housing Director

Residential Team meetings

Weekly Housing Team Meeting

Bi-Monthly program tactical Meeting

Weekly supervision with individual staff members

Qualifications:

- Bachelor's Degree plus 5 years' experience working with adolescents.
- Must be able to meet DSHS licensing criteria (background check, 21 or over, Adult CPR, HIV, First Aid, Food Handlers, and TB Test).
- Ability to deescalate youth.
- Ability to gather pertinent information, appropriately assess situations and access emergency services when needed.
- Ability to communicate critical information in person, on phone or in writing. Familiarity with area services and accessibility; collaborate with providers.
- Ability to relate with youth and staff. Create welcoming environment. Ability to lead and supervise staff. Work as part of a team.
- Ability to follow policies and procedures.
- Ability to maintain appropriate boundaries.
- Knowledge of licensing requirements.

- Ability to track and input data.

Working conditions:

- Mobility: ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level
- Dexterity: fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes
- Lifting: occasional lifting of papers, files, equipment and material weighing up to 25 pounds
- Visual Requirements: close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently
- Hearing/Talking: ability to hear typical speech, speak and hear on the telephone, and speak in person
- Emotional/Psychological Factors: ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments

Physical requirements:

- Must have the ability to run up and down indoor and outdoor stairwells in case of youth emergency.
- Yard maintenance and minor repair activities are included in this position.
- Communicate effectively with youth, staff, other programs, vendors and the public, both orally and in writing.
- Hear voice conversations and alarms.
- Possess close vision, far vision, side vision, depth perception, visual ability to read a variety of materials.
- Dexterity of hands and fingers to reach, handle and operate telephone, computer keyboard, record information in appropriate youth files and logs.

Cocoon House will provide reasonable accommodation to qualified persons with disabilities if requested.

Cocoon House is strongly committed to removing barriers and supporting inclusion and diversity in all its forms. We strive to create a safe and open atmosphere for young people, families, staff, board members, community partners and funders. We learn from the diverse individuals we work with and embrace their unique attributes to ensure we fulfill our agency mission and core values. Cocoon House is an Equal Opportunity Employer. We seek to provide equal opportunity for all persons without regard to race, age, color, religion, gender, gender expression, marital status, sexual orientation, military status, national origin, or any other characteristic protected under the law. People of color and members of the LGBTQ community are strongly encouraged to apply.

If you are interested in this position, please email a resume and cover letter, in Word or PDF format to chris.eck@cocoonhouse.org. No phone calls accepted. Only those candidates being considered will be contacted.