Youth Emergency Shelter Program Manager

$50,000-$53,000 DOE
Full time
Monroe, WA

Cocoon House is dedicated to our mission to empower young people, families, and the community to break the cycle of homelessness through outreach, housing and prevention. We believe that every young person deserves a home and the opportunity to achieve their fullest potential. We accomplish this mission through our core values of community, equity, respect, growth, advocacy, leadership, and safety. We do this work because we envision a world where every young person in our community is safe and thriving.

Job Summary
This position oversees the Cocoon House East Emergency Shelter, a program that provides emergency shelter to teens and young people. You will get the opportunity to support and supervise staff, oversee the intakes and exits of youth, help ensure case plans are supportive and youth focus, help make sure data is collected and input on time and make sure the program is following licensing and contract requirements. This work is done through both a values and equity lens.

Cocoon House Values: Community, Equity, Respect, Growth, Advocacy, Safety and Leadership.

Essential 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.
- Provide supervision to staff members to set professional goals, follow up on performance issues and provide 1:1 mentoring and guidance.
- 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 Director of Youth Housing and community partners to facilitate 24/7 entry of new residents for Safe Place, BCP and HOPE bed placement. Assure appropriate use of beds and maximize utilization while maintaining adequate census.
- 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 program 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.
- 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.
- 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 as a regular participant in on-call rotation.
- Follow mandated reporter requirements by documenting incidents and calling CPS. Follow-up on CPS and non-CPS incidents.
- Support Cocoon House’s commitment to create a culture of equity, diversity and inclusion and maintain a high level of commitment to ensuring racial equity in the program.

**Minimum Qualifications**

- Bachelor’s Degree preferred plus 2 years’ experience working with adolescents or 5 years full-time experience working with adolescents.
- Must be able to meet DSHS licensing criteria (background check, 21 or over, Adult CPR, BBP/HIV, CPR/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.

**Conditions of Employment**

- Must be 21 years of age or older.
- Show proof of a COVID-19 Vaccine.
- Clear a background check with DCYF.
- Proof of high School Diploma or GED.
- Possess a valid Washington State driver’s license, insurance and reliable transportation.
- Drivers Abstract: in order to clear may not have more than 2 violations within the last three years.

**Physical Requirements**

Ability to perform range of physical motions, exerting up to 50 pounds. Lifting and carrying up to 50 pounds; standing, walking, sitting for long periods of time, kneeling, squatting, and stooping; running for brief periods of time; and go up and down stairs.

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