Side by Side | Job Description

Housing Program Manager

Mission

Side by Side is dedicated to creating supportive communities where Virginia’s LGBTQ+ youth can define themselves, belong, and flourish.

Core Values

- Equity
- Trustworthiness
- Boldness
- Collaboration
- Responsiveness

Strategic Priorities

- Commitment to Black/Brown LGBTQ+ Youth
- Youth Centered
- Tradition of Support
- LGBTQ+ Voice

Organization Overview

The 30-year-old nonprofit has historically provided youth support groups in Richmond, Charlottesville and Petersburg for lesbian, gay, bisexual, trans, and queer plus (LGBTQ+) youth. Side by Side has also provided K-12 and community-based trainings and played an active role in sharing thought leadership surrounding LGBTQ+ issues within the Central Virginia community through advocacy and consultation. We have committed to support LGBTQ+ youth and young adults facing mental health challenges, financial emergencies, and housing instability; helping them to meet their most basic needs.

Since the COVID-19 pandemic, the organization has moved to a hybrid work format with most staff working three days in-person and two days remote. Office hours, when our building is open to the public, are currently Monday – Thursday, 10:00am to 4:00pm.

Future of the Organization

Side by Side has recently reimagined its mission, leadership structure, staff responsibilities, services provided and commitment to Diversity, Equity and Inclusion (DEI) through our shift to a Co-Executive Director and shared leadership model. Specifically, we envision a mission emphasizing racial and gender equity with youth centered in every aspect of partnership development, education and training, and communication with public and private organizations.

This realignment will prioritize teamwork and building a culture of learning, high levels of autonomy for staff and teams, open and transparent communication throughout the organization, encouraging continued education and innovation, and cultivating respect, trust and safety throughout the organization.

Our transition from a more traditional, hierarchical leadership framework allows us to approach power from a shared, distributed, and collaborative perspective. Our vision of shared leadership continues to be an ongoing journey with which we intend to further
develop using tools that are researched and deemed “best practices,” as well as the collaborative voices of youth, those with lived experience, staff, board, and community partners.

While we welcome all those interested to apply, in an effort to more intentionally advance our values of equity and inclusion, we seek to specifically engage and prioritize candidates that represent the very communities we would like to uplift, in order to ensure their voices and experiences are represented.

**Role Summary**

The Housing Program Manager is responsible for managing and coordinating Side by Side’s housing program. The Housing Program Manager reports to the Director of Outreach and Support Programs and is responsible for managing all aspects of supporting youth and young adults, ages 18 - 25, experiencing housing instability and other related challenges.

**Key Duties & Responsibilities**

- **Housing Advocacy and Support**
  - Manage incoming referrals and make determinations when Side by Side is contacted regarding emergency financial needs, emergency housing crises (including short-term stays and emergency/one-time hotel stays), referral for additional services, or coordination of care
  - Supervise Housing Advocate in the provision of case management services.
  - Assign as well as provide case management to young adults in Side by Side housing services to plan goals around long-term needs.
  - Co-develop and maintain a referral database of LGBTQ+ affirming resources for youth.
  - Attend and contribute to local LGBTQ+ Housing partner organizations (Youth Housing, Shared Housing Program, Stability Coalition, Grand Challenge, etc.)
  - Support young adults placed in partner agency support programs (e.g. Pride Place)
  - Develop, maintain, and facilitate a platform for young adults in housing services to communicate and support one another.
  - Develop, maintain, and facilitate quarterly support spaces for young adults in housing services to learn, skill build, socialize, and build community.
  - Provide/facilitate foster care and community trainings in coordination with Side by Side staff and community partners.

- **Program Management/Development**
  - Engage with young adult leaders in the development and evaluation of existing and future housing services.
  - Coordinate internal and external outreach and program marketing for Side by Side housing services including community education and awareness raising efforts
  - Serve as Side by Side representative in collaborative housing program efforts for current and future housing-related supports with community partners and/or partner agencies.
Develop and maintain ongoing partnerships with relevant organizations to assure needs and concerns of young adults and hosts are being addressed and partnerships are mutually supportive.

- Assist Support Programs team in covering Drop-In hours at the Center.

- Resource Management
  - Manage in-house resources, including sexual wellness products, toiletries and other personal items, transportation needs, local food resources, and other resources as identified.
  - Coordinate support volunteer efforts to maintain organization of in-house resources.
  - Work with Director of Outreach and Support Programs in outreach and resource efforts.
  - Work with Co-Executive Director of Programs and Services in managing emergency financial assistance.

- Care Coordination
  - Engage in care coordination with partner organizations, particularly direct service providers with shared clients, to assure needs and concerns of young adults are being addressed and to provide resources, referrals, and support for young adults in need of permanent housing.
  - Develop and maintain a referral database of LGBTQ+ affirming resources for Side by Side youth and young adults seeking housing services and support.
  - Coordinate young adult care and needs with the peer navigator at Nationz Foundation.
  - Co-design and implement, alongside other programs team staff, a youth and young adult accountability board with youth leaders and lived experience experts who are involved in various elements of Side by Side programming to invite ongoing evaluation and direction of programs and services.
  - Cultivate a culture of learning for youth and young adult housing services, including attending educational, ongoing training related to housing program topics, supporting LGBTQ+ youth, positive youth development, trauma-informed care, etc.

Qualifications

- Desired
  - Bachelor’s degree in a behavioral health or human service field from an accredited college or university

- Welcomed
  - An equivalent combination of education and experience may be considered

Preferred Knowledge, Skills, and Abilities

- 1-3 years of experience with providing case management support to individuals in resource crisis such as housing instability, underemployment, and relocation support.
- 1-2 years of experience with the homelessness services process in the Greater Richmond area such as the Greater Richmond Community of Care network and other housing related programs, providers and supports
- Knowledge of housing supports and program design for QTPOC and BIPOC LGBTQ+ youth and young adults
- Understanding of adolescent and young adult development, especially related to LGBTQ+ youth, homelessness and resilience building.
- High level of familiarity with and skilled in application of trauma-informed care practices
- Crisis assessment and intervention experience, to include making necessary referrals and reports
- Experience leading educational, support and/or treatment groups for youth, along with knowledge of group dynamics and strong facilitation skills
- Skilled in program design, development and implementation, to include creating and adapting supports for the needs of LGBTQ+ youth with a gender-racial justice equity lens
- Experience collaborating with varying levels of internal stakeholders such as the board and board committee members in service of delivering youth programs.
- Fluent Spanish speaking abilities desired

**Compensation**

This is a full-time position. The salary range is $48,000. The compensation package includes health and dental benefits, and 4 weeks’ vacation.

**To Apply**

- Please submit the following to jobs@sidebysideva.org
- With the subject line: “Housing Program Manager”
- Cover Letter
  - In addition to sharing the story of why you would like to join us at Side by Side please also provide answers to the follow questions:
    - What do you see as the most pressing needs for LGBTQ+ youth in Central Virginia?
    - Define what racial equity means to you and how you strive to create equitable communities where people and communities of color can thrive.
    - Describe how you apply a gender & racial equity lens to youth programming and relationship building

- Resume to include name, pronouns, contact phone, mailing address, and email
- Application deadline is open until further notice

**Side by Side**

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