



JOB ANNOUNCEMENT

Job Title:	Lead Life Skills Manager
Job Number:	20-153
Location:	Shelter
Department:	40
Reports to:	Assistant Shelter Supervisor and/or Shelter Supervisor
Supervises:	None
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

COMPANY OVERVIEW

Founded in 1988, Urban Peak is the only non-profit organization in Denver that provides a full convergence of services for youth ages 15 through 24 experiencing homelessness or at imminent risk of becoming homeless. Our goal is to meet youth where they are and to provide them with the assistance and support they need to become self-sufficient or obtain the necessary services they need to exit a life on the streets. Urban Peak provides numerous programs and services that are founded on the principles of trauma-informed care and Positive Youth Development to assist youth in reaching their potential and living a successful life off of the streets. Services include street outreach, a 40-bed shelter for youth ages 15 through 20, a daytime drop-in center, supportive housing, education and employment services, case management, life skills courses, behavioral health evaluations, meals and more.

The youth served at the shelter come from a variety of backgrounds, and we strive to be a safe community for all youth, regardless of race, ethnicity, national origin, religion, class, educational background, sexual orientation, gender identity, or ability status.

JOB SUMMARY

Under the supervision of the Assistant Shelter Supervisor, the **Lead Life Skills Manager** will be responsible for maintaining the physical and emotional safety of youth accessing the shelter and providing services that are trauma informed, appropriate and effective. This position will entail a combination of the following duties: assisting in oversight of the kitchen operations, facility and vehicle maintenance, support of administrative tasks, HMIS data quality, and the ordering of supplies. This position may also include the assistance in the collection and reporting of data, coordinating tornado and fire drills. In addition, in an emergency situation, provision of coverage for unassigned shelter shifts may be required. The responsibilities include: alerting the Shelter Supervisor and Assistant Shelter Supervisor to potential concerns, ensuring client safety, providing appropriate and effective services, and maintaining a safe and positive environment at the shelter. In addition, the Lead Life Skills Manager, in partnership with the Shelter Supervisor and Assistant Shelter Supervisor will assure quality of shelter data, attend assigned internal or external meetings and completing responsibilities from those meetings and assistance with licensing and grant compliance and reporting. This position will ensure that interactions, interventions and environments at Urban Peak are trauma informed and emphasize the physical and emotional safety of youth and staff.

urbanpeak.org

mission Urban Peak ignites the potential in youth to exit homelessness and create self-determined, fulfilled lives. ■

QUALIFICATIONS

- A Bachelor's degree from an accredited college or university with a major in behavioral science, human services or related fields, and three (3) years' experience in working with youth, or at least five (5) years verified full-time experience working with homeless or runaway youth; or an equivalent combination of education and experience
- Lived experience reflective of the youth we serve encouraged but not required, to include:
 - Lived experience of working through substance use, mental health, and/or physical health barriers, or experienced homelessness.
- Consistently demonstrates initiative in current position
- Ability to speak Spanish preferred
- The ability to connect well, work effectively and communicate in a culturally responsive manner with a diverse youth population
- Ability and desire to work within a crisis intervention agency
- Ability to handle multiple tasks and to assess and change priorities based upon Agency and client needs
- Data collection and the ability to maintain accurate and thorough client files and HMIS database
- Must be computer proficient and possess experience of Microsoft Office Suite (e.g. Outlook, Word, PowerPoint, and Excel)
- Skill in oral and written communications
- Skill in negotiating and mediating, particularly in sensitive situations
- Able to make sound decisions, using available information while maintaining appropriate confidentiality
- Able to function as a member of an interdisciplinary team and work with collaborating agencies
- Able to manage tasks and activities in an environment that may at times be challenging
- Must be team-oriented and able to coordinate with various departments and staff
- Understanding of the provision of and commitment to trauma informed care and positive youth development
- Must be QMAP certified or eligible for QMAP certification
- Must be insurable as a driver on Urban Peak's auto liability policy to transport youth using an Urban Peak vehicle and an approved personal vehicle
- Must pass both federal and state background checks
- Must pass pre-employment TB screening

WORK SCHEDULE

This is a full time may include day, evening and weekend hours in an assigned schedule, as well as mandatory coverage for several holiday shifts annually. Requires some flexibility to attend meetings and cover shifts as needed, may be on-call for client emergencies and serving as on-call staff on a rotating basis throughout the year.

JOB DUTIES

The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

Leading & Supervision

- Assist with the planning and facilitation of shelter meetings
- Assist with required reporting, training and mentoring new staff
- Assist in providing guidance, direction and support for assigned staff
- Supervise assigned volunteers and/or interns per Urban Peak expectations
- Attend internal and external meetings and complete responsibilities assigned
- Assist with oversight, training, coaching, and performance evaluations for staff
- Ensure compliance with licensing and grant regulations and requirements at the staff level

- Oversee, direct and support Urban Peak staff/clients and/or volunteers within the kitchen—ensure safety and appropriate and budgeted use of resources
- Aid in planning Shelter staff meetings, activities and training; contribute to Shelter procedure manual development and maintenance

Shelter Kitchen Management

- Follow State Health Department guidelines on cleanliness of kitchen and Shelter building
- Create, plan, document, and post appropriate shelter menus at monthly intervals
- Manage and oversee food and cleaning supplies budget and inventory, ensuring that expenses are within budget
- Follow the itemized budget for the shelter for food and cleaning supplies—facilitate the shopping for needed food items, submitting all expenses by the end of each month
- Manage and document purchases/expenses/service requests within the shelter and kitchen, submitting the appropriate billing to Finance in a timely manner
- Ensure that the kitchen/cafeteria area is clean, organized and safe, reporting any concerns to property manager and direct supervisor
- Manage, respond, and document Colorado Department of Health/Fire Department, etc. inquiries
- Explore, identify and implement methods to decrease expenses, increase resources and reduce waste for shelter food needs

Administration & Reporting

- Coordinate tornado and fire drill
- Perform quality assurance on Life Skills Manager data entry
- Coordinate maintenance functions, including maintenance of tool shed, grounds and shelter vehicles
- Assist with planning and oversight of recreational, volunteer opportunities and other activities with youth
- Monitor, document and report on issues pertaining to critical incidents, client grievances or violations of local, state and/or federal regulations
- Assist in ensuring that QMAP procedures and policies, as well as Urban Peak medication management and policy, are held to acceptable standards
- Ensure accurate and timely completion of HMIS (Homeless Management Information Systems) requirements

Milieu Supervision

- Cover unassigned shelter shifts in emergency situations
- Work with youth to maintain cleanliness of the shelter environment
- Provide programming that supports the building of healthy relationships
- Provide crisis intervention, phone counseling and support of milieu as appropriate
- Provide youth direction on their service plans with the coordination of case management
- Communicate effectively with client's case manager to ensure superior outcomes for clients
- Provide direction and support to youth on the completion of daily chores and other milieu activities; maintain a welcoming presence; and support youth who access the shelter
- Collect information for client intake and assessments, accurately documenting admission records, actual services received by clients
- Provide in milieu supervision through a Trauma Informed Care approach, working to ensure the physical and emotional safety of the youth and their environment; and provide clear and effective communication with other staff regarding clients
- Participate in limited case management responsibilities requiring maintenance of thorough and accurate client files, and efforts to ensure client confidentiality

Documentation

- Work to ensure client confidentiality
- Collect and maintain accurate data on an ongoing basis
- Maintain regular quality assurance on shelter services and HMIS data

- Accurately document admission record and record actual services received by clients
- Document relevant and significant events that occur during the shift in the Communication Log
- Maintain clear and effective communication with other staff regarding clients

PROFESSIONAL PERFORMANCE

- Adhere to all Personnel Policies and Procedures for the Agency
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a “role model” both at and away from the Agency
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks
- Perform all tasks and responsibilities in a manner that delivers culturally competent programming
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program
- Maintain an awareness of the agency’s mission and work to promote the positive individual and social change goals it embodies
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience
- Actively strive to create and maintain a culturally sensitive, trauma informed and appropriate environment through communication and interaction that demonstrates respect for diversity; while promoting the philosophy of trauma informed care in interactions with youth, staff and individuals both internally and externally.
- Support positive youth development and youth involvement in decision-making processes
- Perform all tasks and responsibilities in a manner that delivers culturally competent programming

PHYSICAL REQUIREMENTS

- The person in this position must be able to remain in a stationary position, as well as move about in and out of the office; operate a computer and other office productivity machinery, such as copy machine and computer printer, etc.; and occasionally position self to reach under or behind a desk
- Constantly have manual and finger dexterity and eye-hand coordination.
- The person in this position frequently communicates with Clients who have inquiries. Must be able to exchange accurate information in these situations.
- Constantly operates department equipment, such as telephones, personal computers, adding machines, copiers, fax machines, etc. Position constantly has use of computer and phone.
- Constantly works with youth off-site at designated locations as needed.
- Must be able to move about and remain mobile up to 10 hours per day.
- Move, transport, position, put, install, or remove items weighing up to 50 pounds for various agency or event needs.

WORK ENVIRONMENT

Employees in this position are subject to long hours on their feet in an outdoor street environment that may frequently include physical conditions such as inclement weather or temperature extremes and interpersonal contact from non-employees that include sexual innuendo and raw, abusive or threatening language. Employees must be comfortable providing safer sex supplies and bleach kits to youth. Employees will

outreach to homeless youth in public places, under bridges, in abandoned buildings, and other outdoor areas in an attempt to engage them in a non-threatening way.

WORK SCHEDULE

This is a full time position may include day, evening and weekend hours in an assigned schedule, as well as mandatory coverage for several holiday shifts annually. Requires some flexibility to attend meetings and cover shifts as needed, may be on-call for client emergencies and serving as on-call staff on a rotating basis throughout the year.

COMPENSATION & BENEFITS

The starting salary for this position is per hour. Our benefits package includes life, disability, medical & dental insurance, 403(b) plan, paid time off, sick time bereavement time, jury duty, holidays and a RTD Eco Pass.

TO APPLY

Please submit cover letter, resume, and the names and telephone numbers of three (3) professional and/or academic references to:

Urban Peak
ATTN: Human Resources
2100 Stout Street
Denver, CO 80205
Fax: (303) 295-6116
Web site: www.urbanpeak.org

All attachments should be in Microsoft Word (.doc) or portal document format (.pdf). In the subject field of the email include the job number, job title, and your first and last name. (Example: 012345 – HR Specialist – Doe, Jane).

This position will be filled as soon as a qualified candidate is identified. Due to limited staffing resources we are unable to respond to phone inquiries, including calls to check on the status of a submitted application. Applicants will only be contacted if selected for an interview. This job announcement is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

Urban Peak is an equal opportunity employer and seeks a diverse pool of applicants.