



JOB ANNOUNCEMENT

Job Title:	Life Skills Manager
Job Number:	21-180
Location:	Shelter
Department:	40
Reports to:	Shelter Supervisor, Assistant 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 a member of the leadership team, the **Life Skills Manager** will be responsible for providing direct supervision of youth at Urban Peak Denver shelter and/or housing programs. This includes assisting youth in increasing self-efficacy and reducing risky behavior, ensuring client safety, providing delivery of appropriate and effective program services and maintaining a safe and positive environment. Duties include supervision of youth in accordance with facility rules and regulations, crisis intervention, facilities maintenance, group facilitation, promotion of a therapeutic environment, accurate, timely and consistent data collection, and data entry. 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.

QUALIFICATIONS

urbanpeak.org

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

- A High School Diploma or equivalent and two (2) years' of experience working with high-risk, adolescent populations in a shelter, residential, or transitional housing environment; or an equivalent combination of education and experience OR A Bachelor's degree in social work or psychology with experience working in a shelter environment is highly desired; or two (2) years' of college in psychology, sociology or social work or a related field and some experience working with high-risk adolescent population
- Lived experience reflective of the youth we serve encouraged but not required
- Able to connect and work effectively with a diverse, resistant street youth population
- Exercise discretion and independent judgment, set clear and appropriate boundaries with youth
- Knowledge and understanding issues of the homeless adolescent population, mental health issues, and substance abuse among high-risk young adults
- Provide services that are trauma informed, appropriate, and effective
- Problem solving skills (multi-tasking, assessment, organization and prioritization)
- Team oriented and able to coordinate with various departments and staff
- Understanding of the provision of and commitment to trauma informed care
- Must be QMAP certified or eligible for QMAP certification
- Must be insurable as a driver on Urban Peak's auto liability policy in order to conduct business on behalf of the agency or 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
- Attendance and punctuality are basic job requirements in this job description

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 maybe assigned.

All Life Skills Manager positions will be responsible for performing the general work duties listed:

Documentation:

- Accurately document admission record and record actual services received by clients or tenants
- Collect and maintain accurate data on an ongoing basis
- Document relevant and significant events that occur during the shift in the Communication Log
- Maintain clear and effective communication with other staff regarding clients or tenants
- Limited case management responsibilities will require maintenance of thorough and accurate files
- Work to ensure confidentiality

*In addition to being responsible for the general work duties listed above, the **Life Skills Manager in the Shelter program** may also:*

Youth Supervision:

- Provide milieu supervision and work to ensure the safety of the youth and their environment
- Assure that youth maintain cleanliness of the shelter environment
- Provide direction and support to youth on the completion of daily chores and other milieu activities
- Maintain a welcoming presence; and support youth who come into the shelter

Assessments:

- Collect and record necessary intake information to reflect the needs of clients

- Assess appropriateness of client admission to shelter and forward data to intake supervisor for additional follow-up

Case Management:

- Facilitate group activities and discussions
- A limited caseload may be assigned to this position as the primary case manager (provided that the Counselor has the appropriate credentials)
- Additional case management meetings may be required

Crisis Intervention:

- Crisis intervention with current clients
- Crisis intervention phone counseling, as needed

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 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 salary for this position is \$18.73 per hour. Our benefits package includes: 100% of base Medical and Dental plans provided by employer (buy-up plans available) • Basic Life and AD&D provided by employer (buy-up plans available) • Short-Term and Long-Term Disability provided by employer • Tele-health and Dispatch Health included in medical plan • Vision Plan • Accident Coverage • Critical Care and Hospital Extended Stay Plans • Flexible Spending Accounts (FSA) for Medical and Dependent Care • Employee Assistance Program • 403(b) Retirement Plan • RTD Eco Pass • 9 Paid Holidays • Paid Sick and 120 hours Vacation time starting • Fantastic work culture with room for growth through internal training and mentoring.

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.