

**Date of Last Update:** 10/22

**Job Title:** Transitional Living Site Manager  
**Reports to:** Director of Community Navigation  
**Job Level/Status:** FT  
**Expected Start Date:** January 2023

### **Position Summary:**

This position is the program lead for a new youth transitional living program\* with a targeted launch date of late spring 2023. Duties include supervision of day-to-day operations, staffing schedules, community engagement, and implementation of policies and procedures.

Service delivery is guided by best practices, trauma informed care, and person-centered housing in coordination with the United Way of Delaware County (UWDC) leadership team. Although this is a supervisory position, this role may be asked to assist with outreach and other duties as necessary to support a strong system of case management.

\* UWDC's transitional living program will provide housing for five youth at any one time, though some may stay for just a few months and others may need up to 24 months in the house. The UWDC expects to provide support and case management services up to 40 individuals on an annual basis along with direct housing support to 12-15 residents annually, depending on the length of stay per individual. This home will welcome and serve all ethnicities, races, genders, and the LBGTQ+ community. Typically, the individuals who are in most need of this program are the most marginalized members of a community and are anticipated to represent a more diverse subset of Delaware County's demographics. The UWDC will staff the building 24 hours a day and ensure the safety and wraparound services of youth in their care.

### **Job Responsibilities and Duties:**

The ability to quickly build trusting relationships with the internal team and the Delaware community is necessary. Working knowledge of Delaware County is helpful.

- Oversee day-to-day operations of a transitional living home serving young adults ages 18-24 years old.
- Communicate effectively with local community and external agencies; successfully fostering relationships which enable needed resources to be accessed.
- Act as staff lead for case management and site monitoring personnel.
- Work with UWDC leadership to employ policies and procedures prior to program launch.
- Connect program participants to employment and workforce skill development opportunities, along with other resources as appropriate.
- Maintain confidentiality, respect privacy, and preserve the program participants' routine and independence.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice due to program needs.

### **Required Education and Experience:**

- Experience with youth and/or young adults is required.
- Use knowledge of rental assistance programs and other housing services to assist young adults in housing stability as needed.
- Experience in working with diverse populations as well as knowledge of policies, systems and services is required.
- Experience in shelter, transitional, or supportive housing environment is helpful.
- Possesses political savvy, interpersonal, leadership and creative problem-solving skills.
- Demonstrated ability to accomplish tasks individually and work as a team member.
- Experience working within a small team environment - leveraging shared resources to generate greater impact, being flexible and seeks opportunities to assist and support team members.
- Excellent professional communication skills (written and verbal).
- Strong detail orientation, analytical, organizational, and time management skills.
- Bachelor's degree in related field and 2-3 years of experience working with individuals experiencing housing insecurity in a trauma informed environment.

### **Core Competencies:**

#### Builds Relationships

Initiates, builds, and continuously strengthens relationships with all program participants, internal and external, by constantly seeking, understanding, and responding to participant barriers, needs, and wants.

#### Acts and Thinks Strategically

Is guided in all work by UWDC's mission, vision, and strategic goals. Ensures that UWDC's plan of work and allocation of resources are aligned and deployed with UWDC's strategic direction. Continuously monitors interim and results to measure progress, adjust tactics, evaluate success, and set future goals. Because the youth transitional living program team is small, this person must be nimble and shift with changing priorities.

#### Achieves Results

Takes initiative, maintains a persistently focused effort, remains goal and results oriented, and continues to improve. Sets daily, weekly, monthly, quarterly, and annual project goals; creating specific plans to meet them and keep team on course with their individual and the program goals.

#### Communicates Effectively

Communicates in an open, candid, and consistent manner; delivers information effectively in a variety of settings including one-on-one, team settings, and diverse group presentations or meetings. Delivers information effectively in a variety of formats including letters, memos, analytical reports, grant proposals, and presentations.

#### Exhibits Decisiveness

Exhibits the ability to take the initiative or risk required to identify problems, generate and evaluate alternatives to overcome them, and reach a decision on the most effective strategy for a given solution. Able to make quick decisions and take risks in order to achieve results.

#### Demonstrates Leadership

Provides leadership to achieve high quality, sustained results that create a consistently high performing organization.

**Statement of Inclusion:**

United Way of Delaware County brings people together from across the community, including government, business, faith groups, nonprofits, and committed citizens, to ask questions, brainstorm solutions and develop a common vision to solve our community's most pressing problems. United Way of Delaware County values diversity and is an equal opportunity employer.

We value and are committed to creating a supportive and inclusive environment, which enables all people to perform to their potential.

Diversity, equity, and inclusion are vital to achieving our mission, living our values, and advancing the common good. We respect and value the unique attributes, characteristics, and perspectives that make each person who they are and believe that bringing diverse individuals together allows us to more effectively address the issues that face our communities.