

## **Job Description: YA Homelessness Program Manager**

### **Employment Type:**

Full-Time, Grant-Based, Salaried (Exempt)

### **Reports To:**

Executive Director

### **Overview:**

The Program Manager will oversee the newly launched Young Adult Housing Initiative, which provides transitional housing, housing vouchers, and support services to unhoused young adults ages 18-24 across Roosevelt, Curry, Quay, and De Baca counties. This is a high-impact, multifaceted role requiring program development, direct case management, community outreach, and administrative oversight. The ideal candidate will have a passion for supporting vulnerable populations, particularly unhoused young adults, and will play a pivotal role in shaping the program's success.

### **Who may apply:**

The United Way of Eastern New Mexico values diverse perspectives and life experiences. People of all backgrounds are encouraged to apply, including people of color, immigrants, refugees, women, LGBTQIA2S+, people with disabilities, and veterans--especially those who have experienced homelessness and bilingual Spanish/English speakers.

### **Work Schedule:**

This position is exempt and not eligible for overtime. Typical hours are Monday - Friday 8 am-4:30 pm. In order to meet the needs of our community, after hours may be required with an adjusted work day.

### **Compensation:**

Salary range: \$40,000 - \$42,200 annually (depending on experience). No health benefits. Paid Federal Holidays. Paid vacation (3wks) and sick leave (2wks). Retirement Savings plan with company match up to 3% of salary.

### **Key Responsibilities:**

#### **1. Program Development and Oversight:**

- Establish policies, procedures, and workflows for the Youth Housing Initiative.
- Develop systems to ensure compliance with HUD and other grant requirements.
- All services and activities adhere to and uphold the rigorous standards of United Way of Eastern New Mexico mandated by its mission, purpose, guiding principles and standards of quality.
- Create measurable program goals and track outcomes.
- Researching best practices for ending youth homelessness.
- Create, actualize, and carry the agency vision.

- Participation in meetings (eg. Internal staff mtgs and applicable community councils & committees)
  - Work in partnership with other job titles and key players
  - Development of housing and support resources continuum of services in each region to identify gaps and resources.
  - Ensure all available resources for youth ending homelessness activities that exist in each region are a part of the coordinated entry system (CES).
- 2. Direct Support to Young Adults:**
- Build rapport with program participants and assess their ongoing housing, employment, and personal development needs.
  - Connect participants with transitional housing, housing vouchers, and supportive services.
  - Advocate for youth within community systems and assist with resource navigation.
- 3. Community Collaboration:**
- Build and maintain partnerships with local organizations, housing providers, and community stakeholders.
  - Coordinate with landlords and property managers to secure housing options.
  - Represent the program at community events, coalition meetings, and other forums.
- 4. Grant and Administrative Duties:**
- Maintain accurate documentation and records in compliance with grant requirements.
  - Assist with grant reporting and renewal processes.
  - Develop and manage contracts and/or partnering agreements with and between various entities
  - Perform other related duties as assigned.
  - Ensure that programs are fiscally sound and operate a balanced budget, which includes adhering to fiscal and personnel timelines for regular ongoing activities, as well as periodic adjustments pertaining to contracts and transfer of expenses.
- 5. Outreach and Awareness:**
- Promote the program through public speaking engagements, social media, and outreach campaigns.
  - Solicit donations of time, monetary support, or supplies from community members.
- 6. Team Building:**
- Contribute to the future growth of the Youth Housing Initiative by onboarding and mentoring new staff and volunteers.
  - Advocate for and help implement policies to support work-life balance.

- Supervise, train, and support program staff and volunteers while promoting internal structures and practices that further racial equity, leadership development opportunities, and improved organizational development

**Qualifications:**

- Bachelor's degree in social work, human services, or a related.
- Or 2 years of experience in case management, housing programs, or serving vulnerable populations.
- Knowledge of HUD programs and housing systems is highly desirable.
- Strong interpersonal and communication skills, particularly with youth and community partners.
- Understanding and experience with emerging best practices related to youth and young adult homelessness.
- Willingness and ability to work with diverse communities including people from a variety of racial, cultural, and economic backgrounds.
- Proficiency working independently while contributing to a collaborative team environment.
- Proficient in program development, administrative tasks, and problem-solving.
- Computer skills and ability to reliably learn complex systems.
- Demonstrated organizational skills with the ability to prioritize and manage multiple deadlines
- Familiarity with the unique challenges facing rural and unhoused youth.
- Ability to engage successfully with people in emotional distress, crisis, and potential substance use.
- Must have a valid drivers license, reliable vehicle, clean driving record, current and adequate auto insurance.
- Ability to pass a full CYFD and criminal background check.
- Willingness to travel across multiple counties (mileage reimbursement provided).

**Work Environment:**

- This is a grant-funded position, and funding is currently secured for 2 years. The role is based in Eastern New Mexico, with flexibility for remote work when duties permit.
- The primary office will be based in Portales. Frequent travel within four counties to accommodate client needs will be required.

**How to Apply:**

Submit a resume, cover letter, and three references to [staff@unitedwayenm.org](mailto:staff@unitedwayenm.org). Applications will be reviewed on a rolling basis until the position is filled. Persons with lived experience of being unhoused are encouraged to apply.