

# EL Paso Center for Children

## Transitional Living Program Manager Job Description

### Summary

The Transitional Living Program (TLP) Manager serves as a day-to-day manager of program operations. This role has supervisory authority and responsibility for managing and monitoring the performance of subordinates. This role is responsible for compliance with approved grant applications and contracts.

### Responsibilities

1. Becomes expert on TLP program standards via resources on the Health and Human Services website and the Runaway and Homeless Youth Training and Technical Assistance Center (RHYTTAC). Takes the lead on compliance reviews.
2. Becomes expert in the Council on Accreditation standards and participates in all continuous quality improvement activities. Drafts policies and procedures for operation.
3. Supervises, corrects, and coaches employees. If eligible, may supervise interns.
4. Screen arrivals/referrals for placement, following guidelines, exercising good judgment, and making placement decisions.
5. Work collaboratively with on-site programs to understand needs of youth and assist in providing placements when needed.
6. Coaches and trains staff on behavior management techniques, crisis de-escalation, youth engagement, TLC operations, documentation, and other skills needed to work effectively in the TLP.
7. Participates in community initiatives and stakeholder meetings, such as the Coalition for the Homeless, building partnerships with other programs to provide full-spectrum services to clients.
8. Maintains a high level of personal accountability, seeks opportunities to learn, welcomes opportunities to improve/correct performance/behavior, and demonstrates thoughtfulness in making suggestions to improve the quality of services.
9. Maintain extremely high standards and levels of attention to detail, creating a welcoming and healthy youth development environment in the TLP.
10. Be the in-house expert on Motivational Interviewing, the Seeking Safety curriculum, positive youth development, trauma-informed care, and key behavior management strategies and techniques for deescalating crises. Train staff on these principles/methods.
11. Conduct and train staff to conduct intakes, assessments, treatment/exit planning processes, and case management services.
12. Participate in multidisciplinary team meetings, working closely and cooperatively with other stakeholders to ensure we are a viable and valuable partner in preventing and ending homelessness and advocating for victims of crime.
13. Be expert in relationship development while being comfortable assertively coaching, correcting, supporting, motivating, and encouraging staff for compliance and excellent quality.
14. Remain calm in a crisis, offering support and reassurance to clients and staff during periods of high stress.
15. Manage, with the support of the Program Director, planned and unplanned site visits from contract monitors.

### Competencies

**Leadership** – Is comfortable supervising and directing the work of others. Can lead by example; delegate responsibilities; accept responsibility for the work of others; engage in corrective action and coaching of employees.

**Accountability**—Is dedicated to meeting the expectations and requirements of funders, internal policies, and licensing standards

**Strategic Agility** – Sees ahead clearly; can anticipate future consequences and trends accurately; has broad knowledge and perspective; is future oriented; can articulately paint credible pictures and visions of possibilities and likelihoods.

**Innovation Management** – Has good judgment about which creative ideas and suggestions will work; can facilitate effective brainstorming; can project how potential ideas may play out; is good at bringing the creative ideas of others to the workplace.

**Presentation Skills** – Is effective in a variety of formal presentation settings; one-on-one, small and large groups, with peers, subordinates, and bosses.

**Results/Outcome Orientation**---Is motivated by results; can be counted on to meet and exceed goals successfully; bottom-line oriented; pushes self for results; sets clear objectives and measures, monitors process and progress.

**Interpersonal Savvy**—Relates well to all kinds of people; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; capable of diffusing difficult situations comfortably, constructively manages frustration.

**Organizing**—Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently.

#### Minimum Qualifications

- A Bachelor’s or Master’s (preferred) degree in Social Work or a related field from an accredited college or university; and three years of experience providing services to clients in a human services setting.
- Three years of supervisory experience.
- Grant management/accountability experience preferred.
- Understanding that work schedule may change from time-to-time. Evening/weekend/holiday availability required. Participates in on-call rotation.
- May be required to travel to conferences/meetings out of town.
- Must be able to drive, sit, stand, walk, bend, lift up to 25 pounds, operate a computer, clearly communicate orally and in writing, listen to and interpret instructions.

#### Additional Requirements

- Excellent verbal and written communication skills.
- TB Test required.
- Reliable transportation and driver’s license with insurance must be maintained.
- Fluent in English/Spanish.
- Character references are required.
- Annual criminal background check and child abuse registry checks required.
- Must be proficient in the use of standard computer software and interfaces.

#### Work Environment

Routine shelter/office environment, with regular requirements to travel to guests’ schools, on outings, and to community events. Work hours and work location flexible to meet agency needs. Evening and weekend work and on-call work are common.

**Receipt Date:** \_\_\_\_\_

\_\_\_\_\_  
**Employee**

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**Program Director**