

Position Description

TITLE: Youth and Family Services Manager

REPORT TO: Director of Operations

EMPLOYMENT STATUS: Exempt

PAY RANGE: \$77,000 - \$80,000

Position Summary:

We are looking for individuals in this position who are compassionate, dedicated and committed to supporting youth with social and emotional wellness needs. This position will focus on the implementation of programs and interventions aimed at improving the social, emotional, and mental well-being of youth. This role is responsible for training, supporting, and coaching staff in after-school programs. The focus is on helping staff learn how to engage directly with youth while providing guidance, encouragement, and support to those with social and emotional wellness needs. This support is crucial for creating a nurturing, safe, and supportive environment for young individuals. In addition, this role will assist in crisis intervention, and one-on-one support as needed.

Key Responsibilities:

- **Training and Professional Development:**
 - Facilitate and develop trainings, workshops, and other professional development opportunities related to social-emotional wellness, youth development, and mental health for staff, parents, and caregivers with the support of the SEWI team.
 - Maintain open communication with staff, providing updates on youth progress and challenges.
 - Collaborate with community partners to identify needs and the support required.
 - Stay informed about the latest trends, research, and best practices in supporting youth with social and emotional challenges.
- **Youth Support and Engagement:**
 - Provide one-on-one and group support for youth with social and emotional wellness needs as necessary.
 - Foster a positive and safe environment where youth feel supported, respected, and heard.
 - Assist with activities and interventions that promote social skills, emotional regulation, and overall mental wellness.
 - Engage youth in discussions and exercises that build self-awareness, confidence, and resilience.
 - Act as a positive role model, encouraging healthy coping strategies and communication skills.

- Support individual goal-setting with youth, helping them identify their strengths and areas for growth.
 - Provide encouragement and assist in the development of coping skills to handle stress, anxiety, peer relationships, and family dynamics.
 - Help youth practice mindfulness, relaxation techniques, and other wellness strategies.
 - **Crisis Management and Emotional Support:**
 - Assist youth during moments of emotional distress, providing calm, supportive interventions to de-escalate challenging situations.
 - Ensure youth safety at all times, particularly during emotionally intense moments or when crises arise.
 - Report any incidents, concerns, or patterns of behavior to the appropriate program staff or clinical supervisor in a timely manner.
 - **Program Support and Implementation:**
 - Assist in the delivery of structured wellness programs that focus on emotional and social development.
 - Possibility of supervising MSW interns at partnersites.
 - Support the Youth Program Coordinator in implementing specific activities and interventions designed to address social and emotional challenges.
 - Help monitor and track individual progress through observation, documentation, and follow-up activities.
 - Assist in facilitating group discussions and workshops on topics such as anger management, conflict resolution, and healthy relationships.
 - **Collaboration and Teamwork:**
 - Work collaboratively with counselors, social workers, mental health professionals, and other staff members to meet the diverse needs of youth.
 - Participate in regular team meetings to review program progress, share observations, and provide insights into youth behavior and needs.
 - Communicate with families, guardians, and external stakeholders (schools, community organizations, etc.) as needed to ensure continuity of care and support.
 - **Documentation and Reporting:**
 - Maintain accurate and up-to-date records of the youth's progress, including any behavioral observations, concerns, and developmental milestones.
 - Document interactions with youth, program participation, and any incidents or interventions as required by organizational guidelines.
 - Help gather data for program evaluations and assist with compiling reports as necessary.
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Qualifications:

- **Education:**
 - Master's in Social Work - LCSW preferred
 - Relevant certifications (e.g., Youth Mental Health First Aid, Trauma-Informed Care) are a plus.

Our mission is to enhance the quality of life for youth and families by educating, motivating and providing prevention programs through social & emotional wellness services.

- **Experience:**
 - Previous experience working with youth in a social services, educational, or mental health setting is highly preferred.
 - Experience working with individuals with social-emotional wellness needs or in a therapeutic environment is an asset.
 - Familiarity with group facilitation, social-emotional learning (SEL), or youth mental health programs is a plus.
 - Supervision of MSW interns, training and supporting them in their learning environment.

- **Skills and Abilities:**
 - Strong interpersonal and communication skills, with the ability to connect with youth and build trust.
 - Patience, empathy, and a genuine desire to help youth overcome challenges.
 - Ability to work effectively in a team environment while also being comfortable working independently.
 - Active listening skills and the ability to offer emotional support in a calm, respectful manner.
 - Knowledge of social and emotional wellness strategies and techniques.
 - Ability to handle challenging behavior in a calm and non-confrontational manner

- **Other Requirements:**
 - A background check (criminal, child abuse clearance) as required by local and state laws.
 - Ability to work flexible hours, including evenings and weekends, if necessary.
 - Strong organizational and time-management skills.
 - Ability to engage in physically demanding activities, including group games or activities if applicable.

Benefits:

- Paid Holidays
- Paid Time Off
- Retirement plan and Company match (up to 3%)
- Flexible Schedule with options to work remotely when possible
- Company-sponsored health care for employees and spouses or legal domestic partners (up to \$600 per month)
- Paid December holiday break (days between Christmas and New Year's Day off)
- Professional Development Opportunities

Physical Requirements/Work Environment

- Regularly sits at a work/computer station and operates electronic equipment.
- Frequently lifts, carries and positions objects weighing up to 35 pounds.
- Typically stands, walks, bends, stoops and crouches.
- Regularly moves about the facility to coordinate work.
- Must have own form of transportation to travel between sites.

DISCLAIMER:

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The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

Employee Name: _____ Title: _____

Employee Signature: _____ Date: _____

Supervisor Name: _____ Title: _____

Supervisor Signature: _____ Date: _____