Managing Director

Department: Children, Youth and Young Adult Services

Classification: Exempt

Reports to: President

HopePHL™Mission

HopePHL inspires Philadelphia's children, youth, families and communities to thrive by providing housing, advocacy, and trauma-responsive social services designed to promote equity, resilience, autonomy, and well-being.

JOB DESCRIPTION

Summary:

The Managing Director of Children, Youth and Young Adult Services (known in content of position description as CYYA) oversees, integrates and inspires all programming serving children, youth, young adults and their families. These programs include but are not limited to Baring House Crisis Nursery, Truancy Intervention, Youth Emergency Services Shelter, Arise Program (Transitional Housing), Bernice Elza (Permanent Supportive Housing), Residential Support team, School-based services to children and families experiencing the impact of housing insecurity and outreach/supportive services that supplement those impacted by housing insecurity

Essential Duties and Responsibilities:

- Implements daily business operations for CYYA services that accomplishes the mission of the Agency.
- Provides leadership and direction for all aspects of CYYA programming
- Provides regularly scheduled, trauma-informed supervision and training to Directors and Managers/ Supervisors
- Directly oversees all Directors and Managers/Supervisors in CYYA Services
- Provides team meeting structure and regular and consistent facilitation to assure goals and objectives of programs are being engaged and met and team voices are being heard
- Provides and presents strategies and results to the President and Board as needed.
- Presents strategies for funding and best trauma informed practices to stakeholders and President
- Assists development team in building funding avenues for growth and excellence
- Builds healthy and sustaining collaborative relationships
- Adheres to the Federal, State and local guidelines for compliance in all programs as well as Agency policies.
- Assures accurate reporting from Directors and Managers on a regular basis
- Assures the retention of skilled personnel providing CYYA services
- Covers for any unassigned openings to ensure services are being delivered as expected.
- Maintains, actively monitors and communicates accurate fiscal and budgetary operations as well as vision for future fiscal health of the programs.
- Implements actionable plans to meet the goals and objectives of CYYA
- Creates Strategic Planning goals, objectives and updates on a regular basis with team input

• Assesses on-going effectiveness of program strategies and develops new strategies per best practices
• Communicates in trauma informed manner to all stakeholders as well as team members to maintain to enhance trusting relationships.
• Actively participates in the development of proposals.
• Meets with donors as needed to represent programs to the public
• Manages and assesses outcomes and data.
• Works collaboratively with other divisions to create synergies and eliminate silos
•Actively participates in Agency events and encourages teams to participate
•Assures safety of buildings in which CYYA services operate by assuring fire drills, shelter-in-place drills and CYYA staff participation in active shooter training.

Competencies:

• Decision-making skills
• Leadership skills
• Vision
• Creativity
• Time management
• Systems Approach
• Problem solving and critical thinking skills
• Trauma Informed Knowledge and skills
• Strength based knowledge and skills
• Excellent Oral and Written Communication skills
• Organizing and Planning ability
• Demonstrates Professional demeanor and ethics
• Ability to engage with diverse clientele and build relationships
• Change Mastery and Creativity
• Group facilitation skill

Required Education and Experience:

• Master's Degree in social work, public health, or related field
• Ten plus years in related field

Work Environment:

This position is a hybrid (three days in the office, two remote), with flexible schedule options. Occasionally travel to the offices of foundation officials or off-site locations will be required. This position will routinely use computers, photocopiers, filing cabinets and other standard office equipment. The position also requires assistance with large gift in-kind drives, and occasional event set up and breakdown.

Other Duties:

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.

HopePHL is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.