POSITION TITLE: Overnight Direct Care Manager
POSITION TYPE: Full-Time
REPORTS TO: Director of Programs
COMPENSATION: Expected Starting Salary of $50,000, commensurate with experience and education.

Agency Description

NPHY is the most comprehensive service provider for the thousands of homeless youth in Southern Nevada, serving hundreds of youth through our core programs and touching the lives of thousands more through outreach each year. NPHY’s programs stabilize homeless teens’ lives, meeting their immediate needs and providing a safe, supportive environment and a path to self-sufficiency. Through our work with homeless youth, NPHY creates productive, healthy adults who contribute to society.

Strengthening and complementing our high-quality direct services for homeless youth, NPHY is dedicated to advocating for the Vegas Valley’s homeless youth population and serves as a leader in systems-level efforts to eliminate homelessness among Nevada’s youth.

Agency Culture

NPHY offers a positive family-style work environment: we encourage each staff member to cultivate their unique talents and training and come together as a strong, synergistic team to better serve homeless young people. While working in a challenging yet rewarding field, you will be surrounded by compassionate, energetic, fun, happy, and friendly staff members who are like-minded people and love what they do. In addition to everyday interactions with youth, NPHY offers countless opportunities for youth and staff to experience new and fun things together to help the NPHY family create stronger bonds and model positive relationships and healthy boundaries with the young people we serve. NPHY also offers quarterly training to better equip our staff with up-to-date continuing education, skills, and resources to best serve and respond to a wide array of situations and needs. NPHY believes in learning, growing, and challenging ourselves to always be and do better, and strives to lead our staff and community to always seek new and innovative ways to best serve our target population.

NPHY doesn’t just accept diversity--we celebrate it, we support it, and we thrive on it for the benefit of our employees and clients, our programs, and our community. NPHY is proud to be an Equal Opportunity workplace. NPHY is committed to upholding a diverse, inclusive, and equitable work environment in which all employees, volunteers, and clients feel valued and respected, and we strive to recruit diverse employees and volunteers to reflect the diversity of our clients.
Position Definition

Under the direction of the Director of Programs, the Overnight Direct Care Manager is responsible for managing the nightly operations of NPHY’s client-based programs, including supervising the overnight team. This position primarily works overnight, weekend, and holiday shifts to provide critical support in ensuring safety of at-risk, runaway, and homeless youth, ages 12-24. In addition to managing and supervising evening and weekend operation of NPHY’s client-based programs, this position will also be a full and active member of the overnight staff team whose responsibilities include providing supervision, support, and basic skills training to the youth accessing and enrolled in the NPHY programs. Overnight Direct Care Manager will work closely with the Director of Programs and the management team to ensure seamless operations and success of client-based programs. Overnight Direct Care Manager is responsible for improving the quality of life of homeless youth in Nevada by enhancing client experience through successful management including identifying and addressing challenges and opportunities.

Essential Responsibilities:

Management:

- Manage the overnight programs by providing client-centered care for youth, including Trauma-Informed approaches and Positive Youth Development.
- Ensure timely response to crisis calls received through the Safe Place program, assess youth’s situation, serve as liaison between Safe Place partners and NPHY programs to ensure effective and smooth service delivery, connect youth to safe destinations including NPHY’s Emergency Shelter programs or other appropriate community agencies offering critical age appropriate resources.
- Coordinate and supervise the completion of the overnight responsibilities and special assignments for all NPHY programs based on the assignments provided by program managers and case managers.
- Provide and manage new employee orientation and ongoing training for staff.
- Build, develop, and evaluate client programming offered such as life skills classes and basic skills training curriculum, including planning and coordinating client outings with the Housing Program Manager, Direct Services Manager, and Director of Programs to provide frequent opportunities for clients to engage in positive and healthy activities in the community.
- Maintain the highest level of morale, personal and professional growth, motivation and performance with each staff member.
- Support, problem solve, and assist in responding to urgent matters, client emergencies, and incidents involving first responders.
- Ensure implementation of agency mission, goals, and policies, including ensuring that programs meet (and exceed) various local and federal grant requirements and outcome expectations. Additionally, ensure the clients are receiving quality services and work to identify methods to maintain and improve programs and services.
● Plan, coordinate, and facilitate regular monthly team meetings, and one-on-one meetings, with overnight staff and other appropriate staff as needed to review and update client case plans, upcoming events and opportunities, and to promote continuous enhancement of service-delivery and positive work culture.

● Manage NPHY client data in the Homeless Management Information System (HMIS) with a focus on outcomes, accuracy (data quality), and detailed program service placement structure.

● Build and maintain community collaborations and relationships between NPHY and other agencies.

● Responsible for managing and coordinating overnight staff schedules. Ensure accuracy of employees’ time sheets, and any other documents submitted by the staff member before submission to the Director of Programs and Finance and Operations Department for processing.

● Provides the senior leadership with complete, accurate and timely reports, data and supporting information.

● Attend and participate in community and partner meetings and conferences to ensure effective partnership and learning opportunities, and represent the agency in a professional and positive manner.

Overnight Staff:

● Support the Emergency Shelter, Housing, and Safe Place program by working collaboratively with the overnight staff team.

● Provide supervision and support overnight, weekends, and holidays to youth accessing temporary shelter and long-term housing services by ensuring that their basic needs are met (i.e., food, hygiene, clothing, transportation, emotional support, etc.).

● Respond immediately to crisis calls received through NPHY’s hotline, safely pick-up youth from Safe Place partner sites, and provide trauma-informed crisis intervention services to youth accessing the Safe Place program.

● Maintain professionalism, and be able put youth at ease while completing assessment questions to determine youth’s eligibility for NPHY or community resources.

● Complete initial intake for youth who are accessing the Safe Place program, and connect the youth to a safe destination including NPHY’s Emergency Shelter programs, alternate shelters in the community, family reunification, etc.

● Maintain up to date knowledge of community resources, especially in shelter programs. Respond to calls from NPHY’s hotline and provide accurate information to refer the potential youth to Safe Place.

● Maintain clear, clean, and organized case files, logs, documents, reports, and all agency related and confidential materials.

● Provide meals to youth in the Emergency Shelter by cooking, planning and preparing meals at every shift; support meal planning, budgeting, and grocery shopping for youth enrolled in Housing Programs. Supervise and assist with nightly activities for the youth including proper hygiene practices, medication management, and engaging in community activities.
● Provide transportation for youth enrolled in programs including medical appointments, school, employment, to and from the NPHY Drop-In Center, substance abuse treatment appointments, hospitals, airport, bus stations, and any other arrangements assigned by youth’s assigned case manager.

● Assist youth in completing their tasks/goals from their case plans including basic living and independent living skills, education/employment goals, health, medication management, safety planning, and accessing mainstream benefits.

● Facilitate Life Skills and Basic Skills Training that focus on personal hygiene, positive coping skills, time management, communication skills, conflict resolution, health and wellness, cooking, cleaning, and emotional wellbeing.

● Complete routine cleaning of all properties to ensure a clean and safe living space; assist the youth in cleaning and organizing their living spaces.

● Participate in regular meetings including shift meetings held at the beginning and end of shift, supervision meetings, and program team meetings to ensure quality of services.

● Maintain accurate inventory of food and supplies at each property, and stock pantries at the emergency shelters with sufficient food, clothing, hygiene supplies, and cleaning supplies.

● Use proper de-escalation techniques to assist youth through emotional/behavioral/mental health crises.

● Demonstrate good role model behavior while working with the youth in daily living skills, leisure, and recreational activities. Act as a mentor to youth to support their development and growth through their healing process, which may include supporting youth emotionally, building positive rapport and trust, through establishing healthy boundaries.

● Ensure the safety, maintenance, and well-being of the company fleet and properties by following all agency procedures.

● Assist in coordinating, transporting, and monitoring youth at agency events.

● Maintain clear and transparent communication between all overnight staff, Case Managers, and Management by utilizing web-based email and calendars.

● Transcribe case notes, complete data entry into databases, submit daily and monthly reports, and ensure accuracy of information.

● Other duties as assigned.

Requirements

● A minimum of a Bachelor’s Degree in Social Work from an accredited college is required, with strong interest in non-profit, behavioral health, mental health, social work, PSR/BST, or human service fields.

● Required that candidate is a Licensed Social Worker (LSW) in the State of Nevada.

● Must be at least 25 years of age, can successfully pass a drug-test and criminal background check.

● Experience working in residential or shelter case management, suicide prevention and intervention, homeless housing programs, and crisis management/ de-escalation required.
• Must have a valid driver’s license and clean driving history records.
• Must have a current Food Handler Safety Card.
• Must have prior experience working in a supervisory or management role.
• Knowledge and experience working with Office Suite programs (Word, Excel), Google Suites, internet, email, as well as software and technology typically found in the workplace.
• Must be able to work flexible schedules including holiday, as necessary.
• Must be strong at multitasking, work effectively in a high stress environment with the ability to make logical decisions in times of crisis and work well in a team and independently.
• Ability to drive a motor vehicle (during all hours of day and night), walk, lift and carry items up to 40 lbs., push, stoop, kneel, and stand for long periods of time.
• Knowledge of confidentiality laws and ability to adhere to them.
• Required to work at different confidential locations during their shifts.

Qualifications
• Demonstrate leadership ability, team management, high level of professional and ethical standards, and interpersonal skills.
• Knowledge/experience in implementing, developing, and managing programs that are targeted to assist homeless youth.
• Knowledge and training on the matters relating to homelessness, LGBTQ, human trafficking, runaways, immigration, substance abuse, behavioral health, mental health, child welfare, and juvenile justice system.
• Knowledge of issues and best practices for homeless and runaway youth, ages twelve to twenty-four.
• Ability to travel in state and out-of-state.
• Knowledge/experience working with the general public (customer service oriented).

Benefits
• NPHY offers fully paid medical, dental and vision insurance plans for full-time employees. Employees can also participate in an incentivized company sponsored 403(b) retirement plan and voluntary insurance plans.
• The Nevada Partnership for Homeless Youth offers a competitive benefits program including three weeks Paid Personal Leave and thirteen paid holidays per year.
• Licensed Social Workers receive up to two days of company paid time off for CEU training and up to $200 for CEU or licensing expenses per year.

How to Apply & Deadline
• If you are interested in this position and possess the requirements, please email the cover letter and resume to hr@nphy.org, or fax to (702) 685-0764.
• Position is open until it is filled.