



The Kitchen, Inc.

Job Title: Coordinator Youth Services	Department: Compliance & Programs	Supervisor: Director of Compliance & Programs
Supervisory Responsibility: Yes	FLSA Status: Non-Exempt	Employment Type: Full-time, In-person

Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

Summary:

The Coordinator is responsible for overall program development, implementing program guidelines, planning, program quality assurance, outcomes, staff training and supervision. The Kitchen, Inc.'s policies and procedures, Accreditation Standards, Federal regulations, and grant specific guidelines will be the deciding factors that determine decisions while utilizing our core values.

Supervisory Responsibility:

Directly supervises two or more employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and holding employees accountable for job performance; addressing complaints and resolving problems.

Major Areas of Responsibility:

- Be knowledgeable of specific program guidelines including The Kitchen, Inc. (TKI) policies and procedures along with applicable state, federal and/or other regulatory guidelines.
- Ensure the facility is maintained in a safe and appropriate manner.
- Implement and maintain programs in a manner that facilitates meeting established program outcomes and compliance with program guidelines, applicable state, federal and/or regulatory guidelines.
- Demonstrate fiscal responsibility in all areas of assignments.
- Collaborate with all organizational team members to ensure the overall mission and philosophy of The Kitchen, Inc. is maintained.
- Provide leadership, mentoring, and coaching for all team members to develop and make maximum use of the diverse talents of the team members.
- Address the safety and well-being of employees, participants, and volunteers by ensuring appropriate policies and procedures are followed.

Specific Job Responsibilities:

- Responsible for the overall operations of Youth Services and other areas of assigned responsibility.
- Responsible for the overall management of volunteers including individual volunteers, volunteer groups, partner agencies, group presenters and any other non-staff individuals who are presenting, working at the center, or interacting with the youth.
- Operate the facility in a manner that recognizes Housing First Philosophy while keeping activities purpose driven.



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- Interface with the Director of Compliance and Programs to ensure the quality of data, services, and effectiveness of the policies, procedures, and systems in place.
- Responsible for ensuring team members are compliant to all policies, procedures, and Federal regulations.
- Take prompt actions to ensure Critical Incidents are documented, safety concerns addressed and safety plans for participants and team members developed according to policy in a timely manner.
- Represent The Kitchen, Inc. and our mission in a professional manner while interacting with all team members including: TKI employees, participants, volunteers, partner agencies, and the community.
- Coordinate with the Director of Compliance and Programs along with the Director of Operations to ensure assigned work locations are maintained in a manner that is clean, safe, and represents The Kitchen, Inc. in a positive manner.
- Monitor all documentation to ensure it is completed in the time frame required; proper procedures are followed to obtain information; documentation is completed; current software systems are used appropriately; and the proper version of the form or format is used.
- Oversee case managers performance to ensure optimum level of support is given to participants through assessment tools, housing stability plans, and appropriate interventions.
- Manage direct reports through ongoing meetings to ensure performance standards are being met.
- Complete assigned reports.
- Develop, implement, and document training for any changes in program requirements, policies, or opportunities to enhance skills of team members.
- Attend designated meetings.
- Recognize and report trends observed to help The Kitchen, Inc. remain proactive in making changes and assessing risk to programs or services as needed.
- Interact directly with participants when providing case review for possible program termination or to assist team members in developing action plans to facilitate participant success.
- Control costs through effective use of personnel, materials, resources, and equipment to remain within budget.
- Monitor grant expenditures and work with the Director of Compliance and Programs to ensure grant expenditures are within an acceptable range.
- Ensure professional boundaries are always established and maintained with participants.
- Ensure confidentiality of team members and participants is always maintained.
- Coordinate with senior leadership team in the preparation of the annual budget.
- Provide supervision of team members including scheduling, monitoring benefit time, development, documented feedback on job performance, hiring, performance evaluations and recommendation for termination of employment.
- Abide by Mandated Reporting of Abuse and Neglect Guidelines.
- Assist in participant's moves and cleanouts when necessary.
- Other duties as assigned.

Competencies:

- Critical thinking skills – demonstrate the ability to evaluate information, solve problems, make decisions, form well-reasoned judgments, and implement changes.



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- Job Knowledge – Exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others.
- Ethics – Treats people with respect; inspires trust of others; works with integrity and principles; upholds organizational values.
- Conflict Resolution – Encourages open communications; confronts difficult situations; maintains objectivity.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization’s goals, values, and mission.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; adapts to changes in the work environment; changes approach or method to best fit the situation.
- Language skills – Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, participants, customers, and the general public.
- To perform this job successfully, an individual should have the ability to use and learn database software, Spreadsheet software and Word processing software.

Job Requirements:

- Valid Missouri Driver’s license and be approved as a driver by The Kitchen, Inc.’s insurance carrier.
- Must pass background check and pre-employment drug screen.

Education and Experience:

- Bachelor's degree from a four-year college or university, preferred in Human Services, Social Work, Psychology or degree related to job responsibilities.
- Minimum of four (4) years work direct experience in service delivery or program management.
- Minimum of two (2) years management/supervision experience.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the responsibilities of the job, the employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger. Handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

Signature

Print Name

Date