



Position Title:	YouthBuild Program Director	Department:	YouthBuild Department
Reports to:	COO	Approved By:	Sarah Smith
FLSA Status:	Exempt	Approved Date:	May 17, 2023

Summary

The primary purpose of this position is to lead and implement programs, activities, and operations of YouthBuild (YB) Academy and Supporting Programs. YouthBuild programs provide pathways for youth and young adults who are out-of-school and out of work to a living wage job. All over the world, YouthBuild programs unleash the positive energy of low-income young people to rebuild their communities and their lives, breaking the cycle of poverty with a commitment to work, education, family, and community. Bringing awareness to the community and leveraging partnerships in support of FWHA and YB’s vision is critical in this role. The incumbent is responsible for developing and implementing processes, systems and support programs that best meet the needs of those served. They will create, implement, measure, and evaluate programs and/or initiatives to ensure the effectiveness in context of those served. The incumbent is responsible with securing funding to support initiatives through identification of grant-funded programs and donations. In addition, the incumbent is responsible for overseeing the daily operation of the programs and ensures funding is being used appropriately.

All activities must support the Fort Wayne Housing Authority (“FWHA” or “Authority”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Creates and executes a strategy with sustainable programs and initiatives to meet the needs of those served to enhance services and to promote YouthBuild outcomes.
- Leads the team by setting clear expectations and goals, providing timely feedback, and coaching the team members.
- Ensures accountability in quality service delivery, achieving desired results, and meeting performance standards.
- Establishes effective procedures to audit, monitor, and evaluate the program objectives and initiatives.
- Communicates with team regarding new referrals, programs, community involvement and other program initiatives.
- Develops and maintains program policies.
- Develops and maintains systems for data collection and program performance measurements and reporting for the Department of Labor and other programmatic funders. Tracks and projects outcomes. Ensures achievement of program objectives and measured outcomes.
- Gathers and analyzes data to create services and programs to improve the program outcomes.
- Collaborates with community partners to conduct needs analysis. Creates, implements,



measures, and evaluates programs and/or initiatives to address the gaps. Shuttles programs, processes or initiatives that are no longer necessary.

- Prepares correspondence and technical and status reports regarding the progress of the program. Submits reports and makes recommendations to appropriate committees, agencies, and governmental units.
- Recruits, hires and supervises administrative and program staff.
- Oversees the daily operation of the program including the development and monitoring of the budget.
- Ensures robust recruitment and outreach strategies are implemented to achieve program objectives and enrollment targets.
- Explores opportunities to raise funding for the organization by identifying and applying to grants and developing and executing fundraising activities.
- Presents program objectives not only to engage the community and community partners but also spurs them to act in support of the organization's vision. Welcomes and participates in community listening session to gain suggestions and feedback.
- Under the direction of the COO, prepares, monitors, and controls departmental/program budgets for allocated funds in a responsible manner; oversees spending of all government grants.
- Designs, negotiates, and processes program subcontracts for the delivery of services and activities.
- Ensures compliance with all organizational practices, local, state, federal regulations, and grant requirements.
- Complies with data privacy laws ensuring confidentiality of participants' information.
- Meets with other YouthBuild service areas and organizations to review policies, programs, and developments.
- Responds to inquiries, requests, and complaints, as necessary, and in a timely manner.
- Provides team with all required and available tools and resources to accomplish their assignments.
- Processes, monitors, and maintains required personnel and payroll data.
- Keeps updated on pertinent legislation, regulations, and developments, which could affect department operations and disseminates information to appropriate personnel.
- Coordinates and compiles DOL report for program activities; serves as liaison for DOL representatives related to departmental programming.
- Organizes and manages internal program operations:
 - Monitor daily operations.
 - Manage enforcement of the contract between YouthBuild and trainees, including monitoring trainee progress and overseeing progress/performance.
 - Develop systems to improve program operations, coordination and collaboration among staff, including FWHA staff where appropriate.
 - Establish and involve a YouthBuild Policy Committee in program planning and operational decision making.
 - Plan and supervise program events and ceremonies.
- Dedicated to work directly with a diverse population.
- Ability to cultivate and develop inclusive and equitable working relationships with employees, clients and community members.



- Supports and enhances a sense of belonging with employee, client and community member interactions.
- Work towards equity and our agency's commitment to diversity, equity, inclusion and belonging.
- Promotes FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Business Acumen: knowledgeable in current trends and practices in the housing industry and makes informed, strategic decisions based on current knowledge. Actively seeks innovative ideas and practices to implement within FWHA.

Leadership: Provides direction by clearly and effectively setting course of action for department and direct reports; manages performance by providing regular feedback and reinforcement to direct reports.

Professional Behavior: Models positive, polite, courteous, honest, and conscientious behavior with all internal/external clients at all levels of the organization. Accepts responsibility for leadership decisions and actions and adjusts behavior as appropriate.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Anticipates needs and changes by evaluating trends and changes in market/environment and responding strategically. Actively assists others without formal/informal direction. Operates from a learning/growth mindset and actively seeks developmental feedback. Successfully applies feedback from internal and external stakeholders for continued personal and professional growth and the good of the Authority

Commitment: Sets high standards of performance for self and areas of responsibility; pursues and sets aggressive goals and works hard/smart to achieve them; motivates self and others for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition with determination and diplomacy. Empowers team members and/or direct reports to achieve goals and the Authority's objectives.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness and professional integrity; holds oneself personally responsible for one's own work; and does fair



share of work and contributes to the overall success of the organization.

Reliability & Judgment: Demonstrates sound judgment and critical thinking by making decisions of a complex nature with varying degrees of ambiguity and setting the Authority's goals and expectations. Performs work in a reliable manner that is both accurate and timely, balancing multiple projects and competing priorities effectively.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; readily gives and actively seeks feedback; sets tone for organization by building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Education and/or Experience

Bachelor's degree in social services, or related field and 5-7 years of experience with community program development, grant writing and administration, and program management is required, or an equivalent combination of education and experience.

Demonstrated ability in youth development, employment training and/or familiarity with YouthBuild model.

Public speaking skills, listening skills and written communication skills are required.

Willingness to learn from young people.

Experience with federally-funded programs.

Master's degree preferred.

Preferred 5 years of leadership experience including leading others.

Must possess a valid state issued driver's license and be insurable under FWHA's policies.

Computer Skills

To perform this job successfully, an individual should have strong computer skills and be proficient in Microsoft Office applications. Familiarity with Yardi is desirable. Must be able to learn other computer software programs as required by assigned tasks.

Physical Requirements

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:

While performing the duties of this job, the employee is frequently required to maintain a stationary



position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to ten (10) pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is usually moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

Supervisor Signature

Date