

# UNION SETTLEMENT

## Job Description

**Position:** Youth Opportunity Hub Assistant Program Director  
**Department:** Youth Services  
**Reports to:** Youth Opportunity Hub Program Director  
**Hours:** Full-Time, 35 hours per week  
**FLSA:** Exempt

**Overall Responsibility:** The Youth Opportunity Hub Assistant Program Director is responsible for assisting in the day-to-day operation of the Hub program, funded by the Manhattan's District Attorney's Office (DANY). Responsibilities include, but are not limited to assisting in the hiring, training, evaluation, supervision, and management of daily operations of a diverse staff and partner providers. Additionally, the Assistant Program Director is responsible for assisting in program development, managing relations with stakeholders and meeting all contractual DANY obligations. The Assistant Program Director will be responsible for managing the day-to-day operations and ensuring the development and implementation of the Hub database.

### Specific Responsibilities and Expectations:

- Manage day-to-day operations and assist in the hiring staff, onboarding and management of the Hub team.
- Supervise two Community Outreach Workers.
- Conduct outreach at Union Settlement program sites and other external locations to identify and reach potential participants.
- Conducting intake as needed of potential participants and families.
- Provide warm handoff assistance to partner providers.
- Assist in the facilitation of monthly stakeholder meetings.
- Liaise with Manhattan District Attorney's Office, City University of New York (CUNY) Institute for State and Local Governance and partner providers.
- Assist in responsibility for performance outcomes, program development, and community engagement.
- Assist in the establishment of referral and communication protocols within Union Settlement and with partner providers.
- Complete program reports as needed.
- Provide assessment and intervention with families in crisis and/or in need of services.
- Establish case plans for families as needed.
- Establishing a referral network for services provided by external agencies.
- Assist in ensuring Hub team and partner providers are knowledgeable and practice the tenets of Trauma-Informed Approach, Positive Youth Development, Community-Based and Informed Approach models and engagement strategies.
- Supervise and collaborate on the development and implementation of Hub database.
- Create and maintain a welcoming, productive, and encouraging environment for participants, their families, and members of the community.

- Collaborate with families to solve problems.
- Participate in Youth Services programmatic committees.
- Attend committee meetings, programmatic meetings, departmental meetings, and agency-wide leadership staff meeting.
- Additional duties as assigned by the Hub Program Director, Director of Young Adult Programming, Assistant Director of Youth Services and the Director of Youth Services.

**Qualifications:**

- Bachelor's degree in Criminal Justice or related field and 3-5 years of direct experience in project management and/or working with high risk and disconnected youth, or 90 College Credits in Social Work or related field five plus years of experience of providing direct service to at-risk adolescents and young adults.
- Some prior experience with staff supervision, workshop facilitation, marketing and outreach, database management and program performance evaluation is desired
- Familiarity Trauma-Informed Approach, Positive Youth Development, Community-Based and Informed Approach models and/or engagement strategies.
- Demonstrated experienced in practicing youth development principles and working with urban youth ages 10 to 24.
- Demonstrated understanding of the challenges facing youth in an urban setting
- Strong verbal and written skills.
- Strong, demonstrated computer skills.
- Demonstrated ability to perform multiple tasks effectively in a fast paced, challenging, and constantly changing environment.
- Strong commitment to working with youth.
- Bilingual (English/Spanish) preferred.

**To Apply:**

Please send cover letter, resume, salary requirements, and contact information for at least three professional references to:

[Jobs@unionsettlement.org](mailto:Jobs@unionsettlement.org)

Please indicate Hub Assistant Program Director in subject of e-mail.

**UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER**