



Program Manager – System Involved Youth

Position Title: Program Manager - System Involved Youth

Reports to: Senior Director, Program Planning and Development

Job Classification: Full-time Exempt; Annual position, renewable contingent upon funding and performance.

The ideal Program Manager for the System Involved Youth role is passionate about the well-being of at-risk young people and brings vision, insight and experience in prevention strategies and public policies to reduce risks and promote positive outcomes. He/she thrives in a fast-paced, flexible environment and values building relationships with team members and community partners in the common pursuit of results.

Position Description

The Program Manager for System Involved Youth will join a team of passionate professionals. He/she will oversee prevention, mentoring program consultation and technical assistance requests, specifically for system involved youth. This role is critical to ensure key stakeholders, partnerships, schools, communities and programs have the resources they need to provide high quality services to reduce recidivism and create long-lasting and effective experiences for youth.

The Program Manager for System Involved Youth is responsible for developing, managing and facilitating training, technical assistance; in addition to convening communities of practice in statewide and regional mentoring networks that address the unique needs of system-involved youth. He/she will spend up to 60% of time in the field, on-site with local mentoring programs, to develop and strengthen program practices and to ensure that all deliverables and outcomes are met.

Essential Functions

- Serve as a resource of professional expertise on intake, traumatic care, and developmental needs for system-involved youth ages 10-18, expanding efficient CSSD (Court Support Services Division), DCF (Department of Children and Families) and JRB (Juvenile Review Board) referral systems that maximize utilization capacity
- Develop and implement methodologies, resources, and training programs on appropriate mentoring quality standards and youth development as it pertains to positive youth/adult relationships for system-involved youth ages 10-18 that support and guide youth practitioners, referral sources, and engage families
- Serve as a troubleshooting resource with creative solutions and recommendations in a manner that provides value
- Facilitate National Quality Mentoring System (NQMS) and National Mentoring Resource Center (NMRC) assessments on mentoring quality standards
- Facilitate state and regional mentoring network meetings to ensure high-impact mentoring opportunities for youth by disseminating tools and resources, as well as acting as a liaison linking families, probation officers, programs, networks, court support services and state and national resources
- Build and maintain positive, professional relationships with mentoring programs by conducting and coordinating site visits to ensure stated outcomes
- Maintain up-to-date knowledge and understanding of newest research, trends, youth policies and emerging issues
- Track program progress against schedule, budget and objectives, develop adjusted work plans and timelines to meet deliverables

Principal Job duties and Responsibilities

1. Implement trainings on appropriate mentoring quality standards and youth development as it pertains to developing positive youth/adult relationships for system-involved youth
 - a. Update and maintain training materials in collaboration with key program staff
 - b. Deliver statewide quality standards and on-site mentoring program trainings
 - c. Deliver new mentor trainings as requested by mentoring programs and corporations
 - d. Coordinate and facilitate the delivery of advanced mentor training opportunities through regional mentoring networks
 - e. Assist with updating, evaluating and modifying existing curriculum modules to meet the needs of mentoring programs in collaboration with key program staff
 - f. Facilitate training schedules, communications and coordination of training registration
 - g. Remain up-to-date with developments in mentoring and issues related to quality standards and youth development by reading relevant journals, going to meetings and ongoing professional development opportunities
 - h. Utilize training evaluation (feedback) questionnaires and follow-up measures to evaluate training in coordination with Manger of Innovation and Impact
2. Provide technical assistance to mentoring programs, improvement planning, NQMS and NMKC assessments and mentoring quality standards
 - a. Deliver (on-site/web-based) technical assistance, training and materials for mentoring programs and mentors that address the unique needs of system-involved youth
 - b. Facilitate follow-up technical assistance to mentoring program coordinators that have participated in trainings
 - c. Assist mentoring programs with the implementation of best practices with their program model by providing tools, resources, sample and research documents, tips and connections to communities of practice
 - d. Utilize evaluation questionnaires and follow-up messages to evaluate technical assistance in coordination with the Innovation and Impact Manager
3. Facilitate state and regional mentoring network meetings to ensure high-impact mentoring opportunities for youth by disseminating, tools and resources, as well as linking programs and networks to state and national resources;
 - a. Connect programs to encourage networking, peer coaching and exchange of materials, tools and resources
 - b. Provide or broker needed connections and assistance for participating network programs
 - c. Facilitate communication, knowledge-sharing, learning and problem solving; and guide mentoring programs to enhance program services and activities through effective state and regional mentoring network meetings
 - d. Assist with planning conferences, meetings and presentations for network programs
 - e. Facilitate focus groups and mentoring program coordinator interviews to collect data and information for needs assessment and organizational strategic planning opportunities
4. Build and maintain positive, professional relationships with mentoring programs by conducting and coordinating site visits
 - a. Plan and conduct site visits that help to assure stated outcomes
 - b. Assist Program Directors in assessing the progress of each funded CSSD juvenile Justice Network Mentor and OJJDP program
 - c. Assist network members to identify and assess in-kind resources for program implementation and improvement
 - d. Coordinate with Communications Director to connect local mentoring programs to capture features for social media opportunities
5. Maintain accurate data reporting and systems necessary for documenting program outcomes and accurate and timely reporting to funders and other stakeholders.
 - a. Collect monthly data on results of partnership services, the CSSD Juvenile Justice Mentoring Network, and OJJDP Mentoring Now initiatives
 - b. Report efforts/activities as needed to maintain accurate documentation and evaluate efforts and impact
 - c. Assist with the writing of all monthly/quarterly/annual reports for funders
 - d. Assist Manager of Innovation and Impact with the collection of data to assure customer satisfaction
6. Assist with and participate in organizational projects and other duties as needed/other projects as assigned.

Qualifications

- Master's degree in criminal/Juvenile Justice, MPS, MSW, MPH or related field preferred, or equivalent professional experience
- Broad knowledge and experience in prevention, public health and/or youth development and programming and the development and administration of on-going program quality improvements
- A min. of five (5) years' experience in program design, youth development, prevention and community collaboration; three (3) years of experience in juvenile justice, youth development, prevention, training, program development & delivery with at least three (3) years of experience in convening youth development and/or collective impact groups
- Advanced training and technical assistance (consulting) skills
- Eligible for Prevention Certification within two years of hire
- Demonstrated ability to develop strategy, conceptualize and develop programs and manage projects, in addition to training, public speaking and effective communications (written and verbal)
- Personal qualities of integrity, credibility and a commitment to The Governor's Prevention Partnership's mission and core operating principles

Additional Eligibility Qualifications

- Must have transportation and a valid Connecticut driver's license and be able to travel throughout the state. Some out-of-state travel may be required as well as occasional evenings or weekends
- Strongly preferred Bi-lingual English / Spanish. Must be able to translate verbal and written communication and perform activities in both languages as necessary
- Ability to work flexible hours, including some evening and weekend obligations
- Strong interpersonal skills and ability to work effectively with staff and external constituents, volunteers and collaborators from diverse backgrounds in a professional manner. Experience effectively managing consultants
- Excellent organizational skills and ability to manage multiple priorities, self-directed, able to work independently, and entrepreneurial thinking considered strong assets
- Proficiency with data management and technology applications

Position Type/Expected Hours of Work

This is a full-time position, and hours of work and days are Monday through Friday, 8:30 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is statewide primarily during the business day. Some nights, weekends and out-of-state may be required.

Compensation Range:

Salary is commensurate with experience and varies in the range of \$65,000 to \$75,000.

Please note 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.

CLOSING DATE: Applications will be accepted until position is filled.

Interested candidates may forward a resume and cover letter (*reference posting id# PMSIY*) to:
Humanresources@preventionworksct.org

The Governor's Prevention Partnership is an equal employment opportunity employer.