

THE COVE- HEART OF TEXAS, INC.  
JOB DESCRIPTION



**Job Title:** Program Director of Youth Services  
**Reports To:** Assistant Director  
**Position Type:** Regular, Full-Time

**FLSA Status:** Exempt/Salary  
**Location:** Waco, TX  
**Posted:** July 2020

---

**Who We Are:**

The mission of the Cove is to give youth experiencing homelessness a safe place to thrive. Unaccompanied homeless youth (UHY) are some of Waco's most vulnerable citizens. Young people experiencing housing instability have been shown to be more prone to sexual and emotional abuse, human trafficking, depression, suicide, and substance abuse. Over 225 high school students in Waco ISD were identified as homeless for the 2018-19 school year. Many of those were also unaccompanied, meaning they were experiencing homelessness by themselves, not in the care of a parent or legal guardian. The Cove is an after-school teen nurturing center for homeless youth of Waco ISD to access showers, laundry, supportive case management, and educational programming.

**What You Will Do:**

The Program Director of Youth Services (PDYS) oversees the team of staff and interns that delivers trauma-informed support services to homeless and unaccompanied young people week-to week. The DYS is responsible to create and maintain a culture of Care, Opportunity, Value and Empowerment among and toward students at all times. The PDYS ensures the provision of supportive case management services, snacks, tutoring, daytime remote student work, and service connection to community supports like job training and housing solutions. In addition, the PDYS ensures that all interested youth receive case management through a team of Social Work Interns, a Youth Advocate and Peer Support Specialist. The Program Director may at times provide direct case management services to young people, modeling the individualized professional care the entire team will provide to our students. The Program Director of Youth Services is responsible for the program oversight at our Nurture Center with programming and supervision of staff.

This role includes being the data collection and reporting lead for our Youth Homelessness Demonstration Project (YHDP) grant, focusing on outcomes and measures, utilizing the Homeless Management Information System and the Youth Coordinated Entry System.

To be successful in this role, the Program Director of Youth Services will provide regular feedback to staff, volunteers, and interns, and contribute to strategic conversations about program growth and youth support. The PDYS must oversee the helping process for adolescents from intake to termination, ensuring high levels of care in our 4 quadrants of service provision: Education, Social/Emotional, Health/Wellness, and Sustainable Living. The DYS leads in assessment and treatment planning for students, working with community partners on assessment, diagnosis and treatment. The PDYS will ensure the proper documentation of services, oversee community connections for youth, maintain data entry and outcome reporting, and prepare reports for both internal and external stakeholders. The PDYS will be an experienced service professional with superior leadership skills who thrives in dynamic environments.

**Hours:** Monday-Friday 8am – 5:00pm (with 1-hr lunch breaks), flexibility in schedule preferred

**Education/Certification:**

- Master's Degree in Counseling, Education or Social Work from an accredited university and licensed according to degree (required)
- Fluent in English and Spanish (preferred)

**Special Knowledge/Skills:**

- At least five years' experience working with adolescents of diverse backgrounds, or equivalent in demonstrated experience such as delivery of counseling and social services.
- Awareness of racial disparities affecting the homeless population, experience in promoting racial equity and continued growth in cultural competency
- Understanding of the challenges of and resources for families and children experiencing homelessness.
- Experience with case management of students and families in an educational or social support setting.
- Experience navigating the resources within a School District, to include staff, administration, parents, and social service providers.
- Supervisory experience
- Eligible to drive company vehicles, with current, unencumbered Driver's License and strong Motor Vehicle Record

\*We understand that people gain skills through a variety of professional, personal, educational and volunteer experiences. We encourage candidates to review the key responsibilities and qualifications below. If you believe you have transferable skills necessary to fulfill the responsibilities of this role, we encourage you to apply.

**Key Responsibilities:**

1. Nurture Center Team Oversight – 40%

- a. Supervise social work interns, service learning students, Youth Advocate, and Peer Support Specialist
- b. Work with Volunteer Coordinator to ensure service provisions to students
- c. Join weekly case staffing meetings with social work interns when needed; oversee development and implementation of university student Learning Contracts
- d. Coordinate clinical therapy services provided by community partners including consultation regarding assessment, diagnosis, and treatment
- e. Step in to provide direct services, as needed, such as crisis intervention, brief counseling, and psycho-education
- f. Ensure youth have transportation to a safe place to stay

2. Community Partnership Development – 25%

- a. Develop and ensure strong partnerships with local service providers and make regular referrals for youth. Work in partnership with City of Waco, Continuum of Care, YHDP Team, partnering Homeless Liaisons in surrounding counties
- b. Plan and execute student events, with stakeholder and Youth Action Board support

3. Data Management/Storytelling – 35%

- a. Ensure Nurture Center team collects, tracks, and reports data for grants
- b. Act as the Coordinated Entry Cove representative
- c. Prepare grant reports for relevant stakeholders

4. Other duties as assigned (5%)

**Commitment To Diversity**

The Cove actively engages young people from all backgrounds. We are committed to embracing diversity within our organization because we firmly believe that a diverse employee teams help us to achieve our best organizational outcomes and provide the most effective support to our young adults as we work to close the Opportunity Divide. We are deeply dedicated to creating and maintaining an inclusive and supportive work environment.

As an equal opportunity employer, The Cove is committed to providing employment opportunities to all qualified individuals and does not discriminate on the basis of race, color, ethnicity, religion, sex, gender, gender identity and expression, sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parental status, genetic information or characteristics, or any other basis prohibited by applicable law.

**Compensation & Benefits**

The salary is competitive and commensurate with education and experience. Our annual salary includes support for health care coverage, but no health care plan is provided through The Cove. Operating funds are available to support staff through professional development opportunities.

**To Apply**

Please submit a thoughtful cover letter and resume with at least two references to [Kayleighc@thecovewaco.org](mailto:Kayleighc@thecovewaco.org). Note that applications without a cover letter will not be considered. We respectfully request no phone calls.

**Equipment used:** Computer, printer, multi-line phone system, copier, and company vehicle.

**Mental Demands/Physical Demands/Environmental Factors:**

Work demands lifting supplies or materials (0-15 lbs). Work demands require close visual attention. Work demands require prolonged mental concentration. Work demands maintaining composure under stress. Work demands prioritizing multiple needs and deadlines.

**Note:** This is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with the job. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The Executive Director may add to, modify or delete any aspect of this job (or the position itself) at any time as it deems advisable.