pathfinders
Empowering Youth. Changing Lives.

POSITION ANNOUNCEMENT

Date of Notice:	October 30, 2026	Closing Date:	When filled
Name of Position:	Drop-In-Center Program Manager	Status:	Full-Time/Exempt
Respond to:	Human Resources 4200 N. Holton Street, Suite 400 Milwaukee, WI 53212	Contact:	hr@pathfindersmke.org

Job Purpose and Reporting Structure

Under the direction of the Director of Runaway & Homeless Youth Services, the Program Manager provides assistance to youth ages 11-25 seeking resources and support by managing the Drop-In Center program that provides on-site basic needs assistance, case management services, and access to resources provided by a network of collaborative community partner organizations. The Program Manager completes additional administrative and program management-related tasks to ensure all Pathfinders' Drop-In Center services operate as effectively and efficiently as possible, while also providing grants management support to the Director of Runaway & Homeless Youth Services on an as-needed basis

Essential Duties and Responsibilities

1. Monitor daily operations of the Pathfinders Drop-In Center program to ensure that all best practice and compliance standards are being followed.
2. Ensure the day to day open and close of the Drop-In Center facilities, including communication and collaboration with other programs, IT, operations, and development teams.
3. Hire, train, and directly supervise the Drop-In Center paid and non-paid staff, maintaining responsibility for the overall direction, coordination, and evaluation of staff within the program.
4. Develop the capacity of all Drop-In Center staff to determine program eligibility, support program participants, and complete necessary documentation accurately.
5. Enhance access to on- and off-site resources by establishing and maintaining relationships with identified partners, both within the agency and in the greater community.
6. Monitor program budgets and work with Drop-In Center staff to ensure that the expenditure of funds is done within the guidelines of each budget.
7. Monitor the completion of case notes and client records to ensure that documentation is completed accurately and in a timely manner.
8. Monitor and implement groups and other services supported by Drop-in Center staff and partners.
9. Assist in the completion of grant-related data and narrative reports in partnership with the Director of Runaway & Homeless Youth Services.
10. Implement annual Point in Time Youth count, and other identified educational events in collaboration with system partners.
11. Primary contact for collaboration with youth action board coordination and support.
12. Participate in all program and agency meetings, trainings, and development opportunities; including external funder and partner meetings.
13. Other duties may be assigned.

Supervisory Responsibilities

The Program Manager will supervise all Drop-In Center staff paid/non-paid and maintain responsibility for the overall direction, coordination, and evaluation of staff within the programs through:

- Carrying out supervisory responsibilities in accordance with the organization's policies, procedures, and all applicable laws.
- Recruiting, interviewing, and training new employees.
- Coaching and mentoring all staff one-on-one and in a group setting
- Planning, assigning, and overseeing case management work; and review employee performance on a regular basis taking corrective action when necessary.

Requirements

- Must have a valid Wisconsin driver's license and proof of automobile insurance coverage. Must have the ability to travel as necessary. First aid certification is recommended but can be obtained after hiring
- Lived experienced is preferred
- Education generally equivalent to a Bachelor's degree in the human services field is required. Two years of supervisory experience

Additional information
Salary Range is starting at $55,000 annual salary. Enjoy generous PTO, Benefits and the opportunity to join a caring and committed team of professionals.

Response
Send letter of interest, current resume and salary expectations via email to hr@pathfindersmke.org. Please specify which position you are applying for. Organizational information can be found at www.pathfindersmke.org. No phone calls will be accepted.

An Equal Opportunity Organization - Pathfinders is deeply committed to diversity in all that we do. We welcome applications from all individuals including those who mirror the diversity of our youth and the community we serve