POSITION ANNOUNCEMENT

Date of Notice:	October 15, 2026	Closing Date:	When filled
Name of Position:	Youth Shelter Program Manager	Status:	Fulltime /Non-exempt
Respond to:	Pathfinders Pathfinders 4200 North Holton Suite 400 Milwaukee, WI 53202	Contact:	hr@pathfindersmke.org

Job Purpose and Reporting Structure:
Under the direction of the Director of Runaway & Homeless Youth Services, the Youth Shelter Program Manager leads the 24-hour Youth Shelter Program which provides consistent, caring and supportive shelter care services to runaway and homeless youth in crisis ages 11-21. The Program Manager supervises and trains shelter staff and volunteers, coordinates shift schedules, provides ongoing monitoring of program activities to ensure effectiveness and regulatory compliance, and provides overall direction and guidance for program content and structure.

Essential Duties and Responsibilities:
1. Develop, manage, implement, and evaluate emergency youth shelter program that operates 24-hours per day, 7-days per week. Establish program guidelines, goals, policies, and outcome measurements. Provide ongoing monitoring of program activities to ensure effectiveness and regulatory compliance. Provide overall direction and guidance for program content and structure, inclusive of 24-hours on call support.
2. Hire, train, and directly and indirectly supervise the youth shelter paid and non-paid staff, maintaining responsibility for the overall direction, coordination, and evaluation of staff within the program.
3. Ensure regulatory compliance by reviewing, addressing, and ensuring submission of serious incident reports, shelter staffing requirements, client services and files, and the program space.
4. Coordinate with Pathfinders' Operations Manager regarding the shelter care facilities, which include maintaining proper control and security, facility maintenance and repair, and adherence to city and state mandated facility licensing codes and regulations.
5. Coordinate youth shelter staffing coverage and ensure adequate staffing support for youth accessing shelter services, filling in if needed.
6. Monitor the completion of case notes and client records to ensure that documentation is completed accurately and in a timely manner.
7. Monitor the program budget and assist with the purchase of groceries and program supplies as needed.
8. Manage youth shelter program partnerships with other youth serving organizations, systems, and universities.
9. Lead grant-related data and narrative reports in partnership with the Director of Runaway & Homeless Youth Services.
10. Provide trauma-informed support, care, supervision, and guidance for youth, which includes meeting physical, emotional, and crisis needs. Initiate and complete youth intake interview processes, which includes initial meetings, service explanations, assessments, and the development of shelter contracts. Assist with intervention plans, advocacy, and referrals. Oversee the day-to-day activities of resident youth in the shelter. Ensure that meals are properly prepared and in compliance with established nutritional standards.
11. Provide telephone crisis counseling, information, and referral to meet the needs of youth, adults, and other community agencies.
12. Participate in all program and agency meetings, trainings, and development opportunities; including external funder and partner meetings.
13. Other duties may be assigned.

Qualification/Requirements:
- Requires education generally equivalent to a Bachelor's degree from a four-year college or university with emphasis in social work or related field. Previous youth and family advocacy experience required. Previous experience in working with youth in a residential setting preferred. Two years of supervisory experience preferred.
- First aid certification is required, but can be obtained after hire
- Ability to respect and maintain confidentiality
- Ability to working with non-judgmental attitude in a population comprised of diversity in gender, socio-economic and ethnic group, sexual orientation, and physical or mental abilities.

Additional information:
Annual salary starting at $55,000. Enjoy generous PTO, Benefits and the opportunity to join a caring and committed team of professionals. This position is union eligible.

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.