

**Job title:** Youth and Special Populations Administrator

**Department:** Youth & Special Populations

**Reports to:** Youth & Special Populations Director

**Directly supervises:** None

**FLSA:** Exempt

**Salary:** \$50,000-60,000

**Location:** Hybrid

**About CAFTH:** Community Alliance for the Homeless (CAFTH) serves as the lead agency for the Memphis & Shelby County Continuum of Care (CoC) and coordinates a comprehensive, community-wide response to homelessness. Our mission is to unite partners and align resources to end homelessness, with a vision that homelessness in our community becomes rare, brief, and non-recurring. CAFTH is guided by three core principles: housing is a basic human right, homelessness is solvable, and our community possesses the collective resources to drive meaningful change.

Founded in 2010 through the merger of two local homelessness coalitions, CAFTH leads CoC planning and grant coordination with the U.S. Department of Housing and Urban Development, administers the Homeless Management Information System (HMIS), and oversees the Coordinated Entry System that prioritizes housing resources for the most vulnerable households. The organization also provides technical assistance and strategic partnership support to the City of Memphis, Shelby County Government, and regional service providers to strengthen a collaborative, data-driven homelessness response system.

**Job Summary:** The Youth and Special Populations Administrator will report to and partner closely with the Youth and Special Populations (Y&SP) Director to administer all aspects of youth and special populations related activities. This includes assisting the Y&SP Director with relevant planning support to the Memphis/Shelby County Homeless Consortium, technical assistance, and oversight of all related committees, grants, and projects.

**Key Responsibilities:**

- Collect information on funding opportunities and work with Youth and Special Populations Director to develop and prepare applications for funding, including the Youth Homelessness Demonstration Program (YHDP) and Youth Homelessness System Improvement (YHSI) grants, and others as assigned.
- Develop and maintain scoring, prioritization, monitoring, and rank and review process tools for grant applications based on best practice standards and HUD requirements, including but not limited to the Youth Homelessness Demonstration Program (YHDP) and Youth Homelessness System Improvement (YHSI) grants.
- Evaluate, recommend, and incorporate new emerging processes and methods that will result in CoC enhancement and refinement relating to youth and special populations.
- Lead projects to advance advocacy and improve policies related to justice involved individuals and families experiencing homelessness.

- Review and analyze project and system level data and prepare related reports including Continuous Quality Improvement (CQI).
- Prepare documents, presentations, and other communication related to youth and special populations policies and prioritizations based on best practice standards and HUD requirements.
- In conjunction with the Youth and Special Populations Director, assist with leading the annual Youth Point-In-Time count and Youth Housing Inventory Count.
- Organize and facilitate the following committee meetings: Youth and Continuous Quality Improvement.
- Participate in relevant trainings and other self-directed learning activities, which promote growth in position responsibilities.
- Support the Memphis Youth Action Board in all activities and engagement opportunities.
- Perform other duties as assigned.

#### **Shared administrator level responsibilities:**

- Provide staff support, technical assistance, and policy guidance to consortium leadership, committees, partner agencies, and system stakeholders as appropriate to assigned program area.
- Support the planning, coordination, facilitation, and documentation of meetings, initiatives, and collaborative activities that advance system goals.
- Assist in identifying funding opportunities and contribute to the preparation, coordination, and review of grant applications, reports, and related documentation.
- Interpret programmatic and system-level data; prepare reports, presentations, and other materials to inform decision-making, performance monitoring, and continuous improvement efforts.
- Contribute to the development, implementation, and refinement of policies, procedures, tools, and system processes in alignment with best practices, regulatory requirements, and organizational priorities.
- In partnership with department leader, provide training, technical assistance, and capacity-building support to partners, agencies, and system participants, including assessing needs and coordinating appropriate learning opportunities.
- Represent the organization in community meetings, collaborative initiatives, and professional forums to strengthen partnerships, advance strategic priorities, and promote system coordination.
- Maintain accurate documentation, communications, and records related to assigned projects, initiatives, and program activities.
- Participate in ongoing professional development activities, including trainings, conferences, and self-directed learning relevant to the role.
- Support special projects, cross-functional initiatives, and other organizational priorities as assigned.

#### **Supervisory responsibilities:**

- There are no supervisory responsibilities for this role.

#### **Benefits\*:**

- 36 Hour work week after 90 days
- Flexible hybrid schedule
- Four (4) weeks of rest per calendar year of paid time off (not including PTO)
- 6.67 hours PTO per pay period (Approx 173 hours annually)

- 12 paid holidays
- Health Insurance Reimbursement
- Employee Assistance Program including free mental health services
- Annual \$500 Health & Wellness Bonus
- Professional development & conference funds available
- 401K with an employer 5% match
- Paid eight (8) week medical & parental leave of absence after 1 year
- Monthly Cell Phone reimbursement

*\*All listed benefits subject to change at CAFTH's discretion*

### **Qualifications:**

- Bachelor's Degree (BA) from a four-year college or university preferred in a field of human services, or two years of related experience and/or training, or equivalent combination of education and experience.
- Computer skills required: Proficient in MS Word, Excel, Email, Internet Use, and Additional Software, as needed.
- Other skills recommended:
  - Knowledge and experience in the use of computer-based systems.
  - Demonstrated research ability identifying, locating, and accessing local, statewide, regional and national statistics, studies, and research publications on homelessness and related issues, both primary and secondary.
  - Analysis/interpretation of data, statistics, and information resulting from research.
  - Grant writing experience to HUD, and other Local and Federal Agencies.
  - Familiarity with reading and interpreting Federal regulations and guidelines.
  - Passion for combating homelessness, domestic violence, substance abuse, and mental illness.
  - Ability to maintain a positive approach with community partners.

### **Competencies:**

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Customer Service** - Manages difficult or emotional partner situations; Responds promptly to partner needs; Solicits partner feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to leadership direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

- **Design** - Generates creative solutions; Translates concepts and information into digestible data visualization; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through internal and external activities.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work on time; Strives to increase productivity; Works quickly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

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*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

