



Drop-In Services Assistant Supervisor Job Description

About Us

Star House exists to lift young people out of homelessness and into a community of hope. Founded in 2006, Star House operates our nation's only 24/7/365 drop-in center for teens and young adults experiencing homelessness that offers immediate access to safety and hosts continuous best practice research for effective service. Along with the Finance Fund and Columbus Metropolitan Housing Authority, Star House operates the only housing village of its kind in Central Ohio for young people who are exiting homelessness. The organization met the unique needs of 1,160 individual young people in 2022, successfully connecting them with housing, jobs, education, health care, therapy, and a range of community resources.

Star House's mission is to do whatever it takes to support young people as they exit homelessness and thrive in a community of hope. Our vision is to replicate our evidence-based model of service for youth nationally and globally, based on the demand for our services in other communities.

We are seeking an Drop-In Services Assistant supervisor who believes in our mission; embodies our values of unconditional love, doing whatever it takes as long as it takes and creating innovative solutions; and who can help us achieve our vision with development expertise.

Job Description

Title: Drop-In Services Assistant Supervisor	
Work Location: Star House, 1220 Corrugated Way, Columbus, OH 43201	
Reports To: Drop-In Services Supervisor	
<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Exempt, Salary <input type="checkbox"/> Non-Exempt, Hourly
Position Summary: The Drop-In Services Assistant Supervisor will provide support to the Drop-In Center Manager and to the Drop-in Services Supervisor. In this supervisory support role, the Drop-In Services Assistant Supervisor will lead, support and inspire the frontline Youth Advocate team and ensure appropriate shift coverage, 24/7/365 days per year. This position works cross-functionally with other Star House team members and the leadership team to provide legendary service to youth guests.	
Responsibilities and Essential Functions:	

The following duties are representative of performance expectations; however, the list below is not ranked in order of importance.

- Ensures support to the Drop-in Services Supervisor for all staffing and supervision of their assigned shift, working collaboratively across all three shifts to ensure appropriate staffing support
- Supports clear and effective productivity guidelines for staff members, as well as strong partnership relations for our community liaisons as directed by the Drop-In Services Supervisor
- Responds and assists their team members during de-escalation and elevated situations that require leadership and coaching
- Assists the Drop-In Services Supervisor with employee feedback to ensure high standards of performance are maintained, as well as mitigating risks
- Maintains a high standard of cultural competence and trauma-informed care
- Communicates new or emerging needs to the Drop-In Services Supervisor, Drop-In Center Manager, the clinical team and leadership team as appropriate
- Ensures that our youth guests' voice is heard and valued
- Establishes and maintains a positive, safe and functional workplace environment
- Assists with onboarding and training of youth advocates and receptionists
- Ensures all measurement, reporting requirements and adherence to Star House policies are met
- Collaboratively creates and maintains a safe and healthy sanctuary for all youth in the program
- Offers suggestions and implementation strategies for additional programming to be offered
- Flexible and adaptable to the need for schedule rotation and other methods of staffing to ensure appropriate staffing levels are maintained
- In the absence of a supervisor on the shift, lead the team
- Collaborate with Drop-In Center Manager as needed to best serve the team
- Assist Drop-In Services Supervisor with collecting feedback, creating agendas and communicating scheduling needs as necessary
- Performs other specific job-related duties as assigned by the Drop-In Center Manager, the Drop-In Services Supervisor, and/or other leadership team members

"Job performance is evaluated according to the policy provisions of Star House and the Educational Service Center of Central Ohio-Council of Governments."

Minimum Qualifications:

- High school diploma or equivalent is required
- Associate degree in social services or related field or higher preferred
- Able to demonstrate a commitment to our mission and core values
- Experience in 24x7 social services operations with knowledge of creating and managing employee schedules to ensure appropriate staffing coverage and accountability **is a plus**
- Skilled in the area of trauma-informed care and positive youth development, as well as a history of utilizing that knowledge in a professional environment
- At least 2 years experience working directly with youth experiencing homelessness in a trauma informed environment or similar social services/outreach experience
- At least one year of team leadership experience
- Proficient in using a computer and software including Microsoft Office and Google Suites
- Strong interpersonal relationship skills and emotional intelligence
- Ability to handle difficult and stressful situations with *professional composure*

- Excellent verbal and written communication skills
- Strong multi-tasking skills with demonstrated ability to manage multiple projects at once
- Strong organizational skills, attention to details and ability to meet overarching goals
- Effective performance management and employee coaching skills
- Documentation of a clear criminal record in compliance with state statute
- Complies with drug-free workplace rules of Star House and ESC-Council of Governments policies

Note: This assignment may require a valid driver's license and access/availability of a reliable vehicle.

Star House is committed to equal opportunity employment, regardless of race, color, religion, age, sex, sexual orientation, gender identity and expression, socio economic status, national origin, veteran or disability status. In order to further Star House's mission, achieve our vision and live out our values, drawing from the collective wisdom of a diverse group of individuals is essential. With diverse minds influencing our work and decisions, we can go further for the young people we serve, ensuring that our continued programming and the solutions developed along the way are influenced by the best minds.