



## Drop-In Services 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 1,528 individual young people in 2024, 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 a Drop-In Services Supervisor who believes in our mission; embodies our values of unconditional care, 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

<b>Title:</b> Drop-In Services Supervisor	
<b>Work Location:</b> Star House, 1220 Corrugated Way, Columbus, OH 43201	
<b>Reports To:</b> Manager of Frontline Operations	
<input checked="" type="checkbox"/> Full-Time	<input checked="" type="checkbox"/> Exempt, Salary
<b>Position Summary:</b> The Drop-In Services Supervisor's main focus is leading, training and inspiring the frontline Youth Advocate team and ensuring each shift of the drop-in center is appropriately staffed daily, 24/7/365. This position works cross-functionally with other Star House team members and the leadership team to provide legendary service to youth guests.	
<b>Responsibilities and Essential Functions:</b> The following duties are representative of performance expectations; however, the list below is not ranked in order of importance. <ul style="list-style-type: none"><li>Ensures the frontline team is properly staffed, trained and supervised</li></ul>	

- Implements and tracks on-going training and professional development for team members, working closely with other teams as needed
- **Reinforces** clear and effective guidelines for staff and guests
- Responds and assists the team during crisis situations; **on-call on rotating weekends**
- Oversees the monitoring and accountability of their team, ensuring coaching and feedback occurs collectively and individually through regular one-to-one meetings and team meetings
- Completes annual and interim performance reviews of each team member on their shift
- Meets directly with Youth Advocates as needed
- Maintains a high standard of cultural competence and trauma-informed care
- Communicates new or emerging needs to the Drop-In Center Manager, clinical team and leadership team as appropriate
- Ensures youth voice is consistently heard, valued and utilized
- Establishes and maintains a positive and functional workplace environment
- Assists with interviewing, assimilation and onboarding of new frontline staff with legendary service
- Ensures all measurement, reporting requirement and adherence to Star House policies are met, as needed
- Monitors the interactions between frontline team and other departments to ensure a healthy collaborative environment
- Collaboratively creates and maintains a safe and healthy sanctuary for all youth in the program
- Develops and maintains positive and strategic relationships with internal and external colleagues, partners and stakeholders
- Develops additional programming to be offered, as needed
- Rotates schedule as needed
- Ensures support for all staffing and supervision of their assigned shift, working collaboratively across all three shifts to ensure appropriate staffing support
- Performs other specific job-related duties as assigned by the Drop-In Center Manager 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:**

- Bachelor’s degree in social work, public administration or another administrative program or equivalent experience
- 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**
- Demonstrable knowledge 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 two years of supervisor/leadership experience
- Proficient in using a computer and software including Microsoft Office and Google Suites
- Strong interpersonal relationship skills **and emotional intelligence**
- Excellent verbal and written communication skills

- Ability to handle difficult and stressful situations with *professional composure*
- 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 reception and provision of constructive feedback and criticism
- Effective performance management and employee coaching skills
- Documentation of a clear criminal record in compliance with state statute
- Complies with drug-free workplace rules and 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.*