



Manager of Frontline Operations Job Description

About Us

Star House exists to partner with youth as they exit homelessness and thrive in 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 partner with teens and young adults as they exit homelessness and thrive in a community of hope. Our vision is to replicate our evidence-based model widely, based on the demand for our services in other communities.

We are seeking a Manager of Frontline Operations 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 leadership and operations expertise.

Job Description

Title: Manager of Frontline Operations	
Work Location: Columbus, OH	
Reports To: TBD	
<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: With intrinsic passion for the mission and vision of Star House, the Manager of Frontline Operations is responsible for overseeing and coordinating the daily operations of Star House direct services, ensuring outstanding service to our youth guests. This role requires a leader who can foster a positive, inclusive and supportive work environment while ensuring compliance with policies, procedures and protocols. The ideal candidate will align with Star House's core values and embody integrity, compassion and excellence while they demonstrate a deep commitment to supporting young people in overcoming homelessness.	

Responsibilities and Essential Functions:

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

- Oversee the day-to-day activities of the drop-in center, ensuring smooth operations and a safe, welcoming environment for youth ages 14-24
- Lead, coach, train and support frontline staff and volunteers, providing guidance, mentoring and performance feedback to ensure outstanding service delivery
- Ensure staff provides appropriate support to youth guests, including referral to onsite partners and clinical services
- Monitor the safety of youth guests and staff, implementing emergency protocols as needed and maintaining an environment that promotes the wellbeing of our youth guests, employees, partners and volunteers
- Maintain accurate operations records and key performance indicators (KPIs) for areas related to youth guests' services. Prepare reports for internal use and external funding partners as needed
- Collaboratively work with the training and development team to ensure effective policies, procedures and protocols are created, updated and implemented in order to guide the work of the frontline team
- Ensure compliance with all organizational policies, procedures and regulatory requirements, ensuring quality and consistency in services provided
- Lead by example in promoting inclusivity, ensuring all youth guests receive unconditional positive regard and a Trauma Informed Care (TIC) approach to service delivery
- Manage shift scheduling for our 24/7/365 operations of frontline team members, ensuring adequate staffing for frontline operations while addressing any gaps in coverage or resource needs
- Actively seek feedback from team and youth guests to identify areas for improvement in service delivery and team performance
- Stay informed of trends and best practices in homeless services, ensuring that the frontline team is trained on new approaches, techniques and resources available
- Provide direct support in various situations, including de-escalation, safety planning and trauma informed care, while ensuring that appropriate resources are available to meet immediate needs
- Foster a positive and supportive work environment that promotes employee engagement and job satisfaction
- Collaborate with other departments to ensure seamless coordination of services and support for youth guests
- Identify and mitigate potential risks to the organization, including safety and security risks
- Demonstrate knowledge of trauma-informed care and positive youth development
- Other duties as assigned

"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 related study preferred
- Minimum of five years of experience leading and supervising a team of employees
- Working directly with at-risk populations, working with youth experiencing homelessness in a trauma-informed environment preferred
- Strong skills in the use of G-Suite, including Gmail, Docs, Sheets, Forms, Slides; and Microsoft Office Suite, including Word, Excel and PowerPoint
- Ability to effectively pull, analyze and utilize data to drive informed decision-making and optimize organization goals
- The ability to manage and navigate interpersonal relationships, respond to challenges with empathy and communicate effectively across diverse teams and individuals
- Experience with project management and collaboration tools such as Monday.com, a plus
- Strong interpersonal relationship skills
- Excellent verbal and written communication skills
- Strong multitasking skills with demonstrated ability to manage multiple projects simultaneously; ability to prioritize competing priorities efficiently
- Strong organizational skills with attention to detail while still being able to see the big picture

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.