



Program Engagement Specialist (full-time, exempt)

About Trinity Haven:

Trinity Haven has two housing options for LGBTQ+ young people. We provide programs and services that include a long-term Transitional Living Program (TLP) which offers up to 24 months of housing, stabilization assistance, support services, independent living skills, case management, care coordination, and permanent housing readiness for ages 18-24 (Indiana residents); as well as a short-term Collaborative Housing Program (CHP) which offers up to 6 months of housing and intensive case management for ages 18-24 (primarily in Indianapolis/Marion County, expanding to Muncie, Bloomington and West Lafayette in 2026).

The Team

We have assembled a Dream Team of unicorns to do this incredible, challenging, and rewarding work. We are looking for folks who are dedicated not only to ending youth homelessness, racism, and oppression but also celebrating every LGBTQ+ human for exactly who they are. Our team works together to support each other, the residents of our housing programs, and the greater LGBTQ+ community to create brave space, lift each other up, lean into hard conversations, offer patience, acceptance and grace while being incredibly effective in their respective roles to effect change at every turn.

Program Engagement Specialist Position Summary:

The Program Engagement Specialist (PES) provides case management for up to 20 young people by helping participants identify and pursue goals, developing new relationships with supportive community members and hosts, and assisting in accessing community resources and future housing. The PES also offers support to program graduates for up to six months after they leave the program. The PES helps create and foster community both for and with the young people we serve within Trinity Haven, within the LGBTQ+ community, and within the greater Indianapolis community. The PES maintains and grows program partnerships to address program participants' needs. The PES coordinates group and individual transportation for program participants (field trips, shopping trips, appointments not accessible via public transportation, etc.) and provides support for creating and maintaining healthy interpersonal relationships among program participants. This position is responsible for collaborating on setting program objectives, implementing strategies, ensuring objectives are met, and being attentive and responsive to evolving community needs.

This position reports to Trinity Haven's Director of Programs and involves a high level of community engagement and accountability, while always representing the core values and mission of Trinity Haven. The Program Engagement Specialist is critical to the success of the program and of the program participants.

Responsibilities:

Organizational/Admin Tasks

- **Consistently upholding Trinity Haven's mission, vision, strategic objectives, and program philosophy.**
- **Financial Policy Compliance and Timely Reporting.** Turn in receipts to the Director of Programs within 24 business hours of a purchase, ensuring all purchases are pre-approved by the Director of Programs.
- **Crisis Prevention and Timely Professional Response.** Help ensure the safety of program participants by addressing the possibility of physically and emotionally threatening circumstances and crisis situations in a timely, proactive, and professional manner.
- **Proactive Maintenance Reporting and Maintenance of a Clean, Safe Living Environment.** Proactively identify, report, and address needs related to the physical environment and organizational property.
- **Internal Communication and Team Compliance.** Actively participate in all scheduled internal staff meetings, community circles, and supervisory 1:1s.
- **Consistent External Engagement and Mission Advocacy.** Participate and actively contribute to assigned organizational outreach and fundraising events.
- **Adherence to Scheduled Shifts, Punctuality, and Availability.** Maintain a flexible schedule that includes evenings and weekends to meet program participant needs and operational demands.
- **Compliance with Driving Policy and Participant Safety During Transport.** Light driving is a required function for program participant support (e.g., appointments, shopping, field trips).

- **Consistent and Positive External Representation and Mission Advancement.** Serve as a positive representative and ambassador for Trinity Haven, actively contributing to community organizing and advocacy efforts related to youth homelessness.
- **Safe and Budget-Compliant Field Trip Execution.** Coordinate and execute six major community field trips per year, including all necessary transportation logistics.
- **Consistent and Effective Communication with All Stakeholders.** Communicate consistently and effectively with program participants and, when necessary, with hosts, landlords, etc.
- **Strategic Collaboration and Partnership Development.** Build and maintain positive collaborations and partnerships with organizations and agencies to improve and expand support of program participants, including programs and activities designed to meet the needs of the program participants.

Case Management

- **Cross-Staff Collaboration and Program Innovation.** Work collaboratively with Trinity Haven staff in all areas of the organization and seek input to develop new community-building opportunities.
- **Effective Professional Role Modeling and Resource Utilization.** Maintain professional boundaries while establishing a professional, supportive relationship with each program participant.
- **Policy Clarity and Proactive Violation Reduction.** Know and abide by all program policies and proactively ensure that program policies are understood and followed by program participants.
- **Data Integrity and Compliance with Documentation Deadlines.** Complete and maintain timely and accurate data in individual participant files and the Apricot database, ensuring all records are current for service provision and external housing assessments (e.g., Coordinated Entry).
- **Comprehensive, Accessible Case Management and Participant Support.** Provide comprehensive, accessible case management and support to program participants. This includes managing scheduled individual support meetings (weekly, bi-weekly, or monthly, based on program needs/length of stay) and offering dedicated weekly drop-in hours to ensure readily available contact and assistance. Meetings must prioritize the participant's convenience (e.g., at Trinity Haven, at the host home, or virtually).
- **Participant-Driven Goal Setting and Consistent Coaching for Independent Living.** Assist program participants in creating their Personal Plans for Independent Living and follow through with completion of goals/pursuit of dreams. Coach, guide and support the program participant, but ensure the plans are participant driven.
- **Partner Management and Resource Expansion.** Build and maintain positive collaborations and partnerships to improve and expand support for program participants.
- **Reliable and Timely Program Participant Transportation.** Coordinate and/or provide group and individual transportation for program participants for all necessary appointments, trips, and activities.
- **Comprehensive Resource Navigation and System Advocacy.** Facilitate comprehensive resource navigation and system advocacy to ensure participants successfully access needed services. This includes identifying, referring to, and advocating for health and wellness professionals, partner agencies, and other external services to meet their self-identified needs.
- **Skills Development and Participant-Driven Problem Solving.** Provide direct support and coaching for skills development essential for independent living and successful program transition. This includes engaging participants in problem-solving and mediation, providing information, and supporting skill attainment related to preparing for living outside the program, while respecting and promoting their self-determination.
- **Successful and Timely Placement into Permanent Housing.** Assist young people in locating and obtaining permanent housing.
- **Post-Program Support and Continuity of Care.** Provide and/or coordinate outreach and after-care services for young people who have transitioned out of Trinity Haven's housing programs.
- **Mobility Skill Building and Independent Public Transit Usage.** Assist program participants with using public transportation to navigate the city on their own.
- **Timely and Professional Completion of Assigned Duties.** Successfully complete any duties temporarily assigned by the Director of Programs or organizational leadership.

Community Building

- **Implementation of Youth Voice and Co-Created Programs.** Co-create and foster community with and for program participants, with a focus on youth choice, youth voice, and self-determination, utilizing the Young Adult Council (YAC).
- **Effective Support and Conflict De-escalation.** Listen to and support the program participants, proactively addressing their needs and emotional climate.
- **Promoting Healthy Interpersonal Relationships and Conflict Reduction.** Provide support for creating and maintaining healthy interpersonal relationships among program participants.

- **Effective Interagency Collaboration and Issue Resolution Leading to Participant Stability.** Collaborate with the Director of Programs and youth workers from partnering agencies while program participants are living in either of our housing programs to ensure satisfactory resolution of issues including mental health service coordination, development of goals and life skills, and sufficient supervision and support of the program participant so that they may move successfully onto more independent, stable living arrangements.
- **Off-Hours Site Safety, Security, and Emergency Protocol Adherence.** When with program participants in the evening and on weekends, serve as the **primary authority and responder** for all participant needs, conflicts, and site security.
- **Program Participant Community Integration.** Help program participants understand and engage with the various levels of community available to them, including peer-to-peer and external LGBTQ+ resources.
- **Consistent Program Delivery and Participant Engagement.** Provide coordination, planning, and supervision of all groups/community activities. Held accountable for successfully executing the full weekly and monthly activity schedule, facilitating subjects when external support is unavailable.
- **Supportive Relationship Building and Community Integration.** Actively and collaboratively engage with program participants to develop supportive, trusting relationships and encourage community connection. Promote program participants' interaction with peers, other program participants, and older adults to prevent isolation and facilitate lasting community integration.

Outcomes of the Position:

- Staff and program participants clearly understand the program values and expectations.
- Staff use the following principles: trauma-responsive, healing-centered, harm-reduction, trusting relationships, strengths-based, journey-oriented, collaborative, non-judgmental, Positive Youth Development, using a holistic approach. Principles exist within an anti-oppression and social justice commitment.
- Staff recognize and honor program participants' growth, transitions, and journey.
- Program participants feel supported and are connected to resources.
- Program participants feel heard, have a voice in the program and an opportunity to contribute.
- Program participant have increased competence in Positive Youth Development outcomes: Belonging, Mastery, Independence, Generosity
- Program participants have an increased sense of leadership and self-determination.
- Program participants have increased independent living skills.
- Program participants pursue goals for employment, education, healthy relationships, well-being, and housing.
- Program participants build positive relationships with peers, hosts, and other caring adults.
- Program participants have a stronger sense of community, as defined by them.
- Program participants have stable housing options upon leaving our programs, whether to live with family/kin/community or other desired housing.
- Program participants experience improvement in their physical and psychological safety; well-being; protective factors relating to trauma; number of healthy permanent connections, and self-sufficiency.
- Timely and accurate data tracking and compilation.
- Timely preparation and submission of internal and external reports.
- Daily functions of the program operate efficiently and safely for the basic needs of the program participants to be met.

Qualifications:

You are driven, highly organized, and have a deep commitment to Trinity Haven's mission, vision, and values. You must be willing to work independently as well as in collaborative teams. You may need to work non-traditional hours and will need to have access to reliable transportation. A sense of humor, innovative spirit, and willingness to adapt to the change inherent in a small organization committed to learning are essential.

You will enjoy working with a strong team approach, have excellent verbal and written communications skills, strong problem-solving and team-building abilities, a keen focus on the interests of the young people we support, solid conflict resolution and de-escalation skills, attention to detail, willingness and ability to complete required paperwork, and the desire and ability to take initiative and to follow-through with all assigned tasks.

High school diploma required. A BA or BS in the field of human or social services, or other appropriate degree, is desired. Strong case management experience desired. Experience with and commitment to principles-based youth work, *radical hospitality*, community building, and restorative practices preferred. Understanding of power, privilege, and systems of oppression preferred. Lived experiences and cross-transferable skills are welcomed and will be considered.

To excel in this role, you likely bring the following:

- Strong investment in the local LGBTQ+ community and in the fight for racial and economic justice

- Emotional intelligence, including healthy personal and professional boundaries
- Demonstrated interest and experience in case management and/or care coordination
- Outgoing personality – you can engage and enjoy engaging with people from a variety of backgrounds
- Skills relating to hospitality and inclusivity
- A self-motivated, flexible, and hard-working approach
- Strong problem-solving, decision-making and communication skills
- Basic ability in Word, Excel, Outlook, or willingness to learn
- Excellent organizational skills and able to handle multiple projects

Physical and Environmental Demands:

- Ability to navigate stairs
- Ability to work in the community (meeting young people where they are most comfortable: in their homes, mobile office, etc.)
- Ability to sit for long periods of time (computer work, sitting at a desk, etc.)
- Ability to stoop, kneel, crouch, etc., and may frequently lift or move objects up to 30 pounds
- Ability to drive/transport program participants and pick-up resources/supplies
- Ability to engage in active listening and giving direction throughout the day

Certificates, Licenses and Registrations:

A valid Indiana driver's license, insurance, and a satisfactory MVR are required for this position. A clear DCS history, and clear criminal and sex offender background checks is required. E-Verify is required. CPR and First Aid certification are required and training in bloodborne pathogens and universal precautions is required (will be provided if not current).

Disclaimer:

This job description is not an employment contract, implied or otherwise. The employment relationship remains "at-will." The job requirements are subject to change to reasonably accommodate individuals who are qualified and differently-abled. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, sexual orientation, gender identity, disability, or veteran status.

Compensation Package:

Salary: \$55,000-57,200 annually (exempt)

Medical, Dental, Life, and Disability Benefits: Trinity Haven offers insurance benefits to eligible employees through the Episcopal Diocese of Indianapolis. Trinity Haven covers 80% of medical insurance premiums, a portion of dental insurance premiums and will make an annual contribution to HSA if applicable. Trinity Haven also covers 100% of premiums for life and disability insurance. Trinity Haven reserves the right to revisit the insurance and benefits package annually. Additional coverage for family members is available and is 100% the responsibility of the employee.

Retirement plan: Trinity Haven offers access to a 403b retirement savings plan through the Church Pension Group. Trinity Haven currently offers a match up to 3% of the employees' salary.

Paid Days Off: 15 paid days plus 14 holidays

Trinity Haven is proud to be an equal opportunity/affirmative action employer and actively seeks the candidacy of people of color, non-binary, transgender and female-identifying humans, LGBTQ+ people, and those with lived experience of housing instability. We are committed to inclusive hiring and dedicated to diversity in our work and among our staff.

To apply:

Interested applicants **must** submit a cover letter and resume to be considered. This position reports to the Director of Programs, Levi Wagner. Interested applicants should submit a cover letter and resume to levi@trinityhavenindy.org by April 25th. **In the cover letter, please address the following:**

- Why do you want to work for Trinity Haven?
- What about working with/for the LGBTQ+ community is appealing, relevant or important to you?
- Please share 2-3 experiences that highlight why you would be the best candidate for the Program Engagement Specialist position.

No faxes or phone calls please. Applicants will be notified regarding whether or not they have been selected for an interview. **Applications without cover letters will not be considered.**