

# Technical Assistance Manager



Organization Texas Network of Youth Services (TNOYS)	Date January 2025
Position Title Technical Assistance Manager	Location Houston, Texas OR Texas Statewide

## POSITION DESCRIPTION:

The Texas Network of Youth Services (TNOYS) seeks a Technical Assistance Manager to provide technical assistance, training, and capacity building support to our diverse network of youth-serving organizations across the state. The Technical Assistance Manager will (a) coordinate and provide technical assistance to youth-serving organizations; (b) conduct qualitative and quantitative research to understand the needs, challenges, resources, and opportunities of youth-serving providers and youth and young adults; (c) research, develop, and disseminate materials and resources to support youth-serving organizations; (d) manage the execution of TNOYS training events, such as conferences, webinars, and in-person meetings; and (e) provide support on other initiatives of TNOYS' Practice strategy. Since 1980, TNOYS has led the charge to strengthen and support the organizations that work for and with Texas' most resilient youth and young adults to ensure their success. This work is guided by four priorities: equity and inclusion, youth voice and youth-adult partnership, research and performance-driven policy and practice, and cross-systems collaboration. These priorities drive TNOYS' strategy to advance systems change in the following youth-serving systems: housing and homeless services, child welfare, justice, education, workforce, health and behavioral health, and victim and survivor services. **Individuals with lived experiences with these systems are strongly encouraged to apply.**

**Reports to:** Director of Practice

## Principal Responsibilities:

### Coordinate and provide technical assistance to youth-serving organizations

- Support program development and provide technical assistance to strengthen and enhance youth-serving systems at a governmental and organizational level, including but not limited to researching best practices, updating tools and resources, developing and implementing new programs.
- Perform partnership building and group facilitation and translate complex policy and practice information into consumer-friendly plain language.
- Provide consultation and support to youth serving organizations through in-person and phone support, and by translating materials and concepts across digital and print platforms such as blogs, brochures, curriculum, articles, technical writing, infographics, podcasts, etc.

**Conduct qualitative and quantitative research to understand the needs, challenges, resources,**

### **and opportunities of youth-serving providers and youth and young adults**

- Conduct qualitative research from ideation and design, to data collection, to analysis and reporting using methods such as focus groups/listening sessions, 1:1 interviews, document analysis, etc.
- Conduct quantitative research from ideation and design, to data collection, to analysis and reporting using methods such as surveys, literature review, assessments, etc.
- Collaborate with TNOYS staff and youth and young adults to execute research activities.
- Present research findings at various TNOYS or external events, conference, and webinars, co-presenting with youth and young adults as appropriate.
- Produce written reports and products providing recommendations based on research findings to share ideas, data, results, and feedback with stakeholders

### **Research, develop, and disseminate materials and resources to support youth-serving organizations**

- Develop, deliver, and disseminate training content, resources, and tools designed for member organizations and external stakeholders serving systems-involved youth.
- Work with the TNOYS team to identify new learning and training opportunities based on emerging youth services trends, member needs, and changing state and federal policies and requirements.
- Assess the various publishing channels and mediums available for content distribution relating to Emergency Resource Management and other TNOYS Resource Centers and establish a clear direction for leveraging those avenues most effectively for content distribution and the overall sharing of information for the youth services community.

### **Manage the execution of TNOYS training events, such as conferences, webinars, and in-person meetings**

- Manage the execution of TNOYS conferences and training events, including planning, promotion, registration, budget, logistics, and working with state agency partners to secure CEUs and overall content.
- Represent TNOYS at conferences and events through speaking engagements.
- Expand participation and turnout at TNOYS events and manage follow-up and continued relationships with presenters and key stakeholders.
- Identify outside trainers and experts to incorporate into the TNOYS training portfolio and to further our collaboration with other system partners.
- Represent TNOYS at relevant stakeholder meetings, coalitions, and events.
- Perform all technical aspects of virtual training events using Salesforce, Zoom, etc.

### **Provide support on other initiatives of TNOYS' Practice strategy**

- Collaborate with youth-serving organizations across systems and geographic areas, other key stakeholders, and youth and young adults with lived experience.
- Sustain and expand partnerships with local and national coalitions, committees, and other organizations that work across youth-focused systems: housing and homeless services, child welfare, justice, education, workforce, health and behavioral health, and victim and survivor services.
- Perform other duties as assigned.

## Qualifications:

- Bachelor's degree required; advanced degree(s) preferred in a relevant field such as social work, public health, public policy, or related human services field. Lived experiences can be substituted for educational requirements.
- Minimum 3 years of program and project management experience.
- Ability to build effective and strategic partnerships with a wide range of partners (public sector, private sector, plural sector, etc.).
- Comfortable in a fast-paced start-up atmosphere and remote work environment.
- Excellent oral and written communication skills & excellent organizational and time management skills.
- Strong interpersonal skills and ability to work in a team environment.
- Ability to manage several tasks/projects concurrently and prioritize work effectively.
- Demonstrated research and data analysis experience preferred.
- Training and technical assistance/consultation experience preferred.

## Salary & Benefits:

Competitive annual salary of \$50,000 - \$64,000 annually, depending on qualifications. Comprehensive benefits package, including medical and dental coverage and generous vacation, etc.

## How to Apply:

To apply, please send a resume and cover letter to [resumes@tnoys.org](mailto:resumes@tnoys.org) and write "Technical Assistance Manager" in the subject of email. The proposed start date of the position is March 3, 2025 or earlier if possible. Applicants will be screened on a rolling basis and interviews will be scheduled as qualified applicants are identified. The final date to submit your application is January 31, 2025.

## About TNOYS:

TNOYS works to strengthen services and support for Texas youth and families to help them overcome challenges and achieve healthy development. We work with young people across Texas to center their voices in the policies and programs that most affect them. Our network of members share a vision of Texas where all youth and young adults are valued, their strengths are recognized, their voices are heard and respected, and they have access to the resources, opportunities, and support they need to meet their goals.

*TNOYS is an equal employment opportunity employer and strongly encourages diverse candidates to apply. TNOYS does not discriminate on the basis of race, color, religious creed, sex (including pregnancy), gender, national origin, ancestry, citizenship, age, medical condition including genetic characteristics, mental or physical disability, veteran status, marital status, sexual orientation, gender identity, (including transgender status), weight, height, linguistic characteristics (such as accent and limited English proficiency, where not substantially job-related), citizenship status, or any other basis prohibited by law.*