



Position: Program Manager- The Youth Center on Highland
Program: Youth Services
Department: Children, Youth, and Family Services
Reports to: Senior Program Manager
Salary: \$60,000/Annually
Status: 100%, Regular, Full-Time, Exempt
Probation: 180 days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403(b) retirement plan

JOB SUMMARY:

The Youth Services Program Manager, will supervise, train, orient and coordinate youth center staff to maintain and develop systems that will insure smooth and effective operation of the Youth Center. The position will ensure these operations by utilizing a harm reduction model of care built on social justice principles and trauma informed best practices.

ESSENTIAL FUNCTIONS:

- 1) Develop and maintain systems that ensure effective daily operations of the youth center by utilizing trauma informed best practices and social justice principles;
- 2) Directly recruit, supervise, train, orient, coordinate Youth Center staff and outreach teams; oversee the daily services of the 7-day a week drop-in center and the outreach program;
- 3) Ensure program staff understand, practice and implement the appropriate policies and procedures for effective operations of the youth center, including confidentiality;
- 4) Develop and maintain a supervisory system that includes preparing monthly work schedules, staff call-in log, regular staff meetings, regular one-on-one meetings, a training program, performance documentation, and personnel files;
- 5) Support staff who and/or personally address, mediate and intervene during crisis situations that may occur at the youth center;
- 6) Be on call during specific scheduled times in case of crisis situations that may occur at the youth center;
- 7) Coordinate, develop and implement daily activities, programs and groups that are youth centered and culturally appropriate;
- 8) Supervise and coordinate maintenance of youth center;
- 9) Prepare monthly reports and other documentation as required by funders and the department;
- 10) Collaborate with outside community-based LGBTQ and youth services organizations as it pertains to capacity building;
- 11) Attend, potentially facilitate, and participate in staff meetings, planning meetings, center-wide meeting and supervision;
- 12) Other duties as assigned;

JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBTQ people;
- 3) 2 - 3 years of management experience in social service, preferably with homeless, runaway and at-risk youth;
- 4) Sensitive to the needs of gay, lesbian, bi-sexual, transgender youth experiencing homelessness, some of whom may have mental health and substance health challenges;
- 5) Able to work evenings, weekends, holidays and on-call hours;
- 6) Excellent computer skills including word processing, database operations, spreadsheets, and other software system;
- 7) Good verbal and written communication skills, including strong organizational, detail and interpersonal skills;
- 8) Bilingual Spanish/ English a plus;
- 9) 8-10 years of education in Public Administration, Education, Psychology, Social Work or related/equivalent work experience;
- 10) Current CPR Certificate;
- 11) Valid California Driver's License with no restriction and ability to obtain insurance;
- 12) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment;

E-mail cover letter and resume as an attachment to jobs@lalgbtcenter.org website: www.lalgbtcenter.org

Or submit cover letter with application/resume to:

Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.