



Position: Program Supervisor - The Youth Center on Highland
Program: Youth Services
Department: Children Youth and Family Services
Reports to: Program Manager – Youth Services
Compensation: \$54,000 /Annually
Status: 100%, Full Time, Exempt
Probation: 180 days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403B retirement plan

JOB SUMMARY: Under the supervision of the Youth Services Program Manager, the Program Supervisor will be responsible for the day to day operations of the Youth Center on Highland, including overall training and supervision of staff, interns and volunteers, and developing systems to insure smooth operations of the youth center.

ESSENTIAL FUNCTIONS:

- 1) Supervise the daily services of the 7-day a week drop-in center including, front desk and member check-in, meals, showers, clothing closet, daily engagement, new member intake, case management, housing navigation and transportation; coordinate linkage to other YCH programs including education, employment, youth development and health education;
- 2) Supervise the Street Outreach Program to provide street based crisis counseling and supportive services; linkage to emergency shelters; referrals and transportation to ensure that youth are linked to services;
- 3) Recruit, orient, train, supervise, schedule and coordinate staff, interns and volunteers; ensure that staff, interns and volunteers have working knowledge of the policies and procedures of the department; communicate consistently and effectively with all staff, interns and volunteers regarding all policies and procedures;
- 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) Develop and maintain systems to insure operational efficacy of youth center; maintain adequate supplies of hygiene, cleaning, office supplies and resources; supervise and coordinate maintenance of the youth center facility and systems;
- 6) Coordinate food services ensuring that the quality, nutrition values and presentation are to appropriate standards; order and maintain adequate food supplies;
- 7) Be on call at and during specific scheduled times in case of crises situations that may occur in the youth center;
- 8) Develop reporting systems to meet program and grant needs and compile monthly reports as required;
- 9) Collaborate with outside community based LGBT and youth services organizations to meet the needs of members;
- 10) Facilitate and participate in staff meetings, planning meetings and other meetings as needed;
- 11) Other duties as assigned.

JOB QUALIFICATIONS AND EXPERIENCE:

- 1) 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) A minimum of 3 years' experience in social service, preferably with homeless, runaway, and at-risk youth;
- 4) 1-2 years of direct supervisory experience preferably in social services or a related field;
- 5) Valid California Driver's License with no restrictions and ability to obtain insurance;
- 6) Current CPR Certificate;
- 7) Bilingual Spanish/English preferred;
- 8) Able to work evenings, weekends, and on-call hours;
- 9) Sensitive to the needs of gay, lesbian, bi-sexual, transgendered, homeless, and substance using youth;
- 10) Excellent verbal and written communication skills, including strong organizational, detail and interpersonal skills;
- 11) Computer skills and knowledge including word processing, database operations, spreadsheets, and other software systems;
- 12) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, 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 a 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.