

Position Description – Manager of Youth Programs

Position Summary: The Manager of Youth Programs provides primary leadership, coordination and delivery of youth services and initiatives of the Milwaukee LGBT Community Center including the Center’s youth drop-in program (Project Q), support and advocacy for youth victims of violence, and other culturally responsive youth-centered activities. Responsibilities include program development and management, grant compliance and reporting, supervision of youth program staff, interns and volunteers, oversight of youth engagement in leadership, and direct service delivery to youth. The Manager of Youth Programs also develops and advances relationships, partnerships and collaborative projects to meet program outcomes and maximize service impact.

Reports to: Director of Client Services

Responsibilities:

- Develop and advance a strategic plan for the delivery of accessible, evidence-based, developmentally appropriate and culturally responsive programs and activities for youth inclusive of drop-in services and trauma-informed counseling, support and advocacy for youth victims of violence.
- Plan, coordinate, implement and evaluate youth programs and services to include activities focused on promoting the safety, well-being, and resilience of youth, facilitating personal growth and life skills development, fostering community, and addressing crisis stabilization, risk reduction/prevention, healthy relationships, and academic/life role success.
- Supervise youth program staff and coordinate their involvement in training, outreach, programming, counseling, advocacy, case management and other forms of direct services.
- Train, schedule and supervise the involvement of interns and volunteers in the delivery of services to youth.
- Assess youth program participant needs and establish ways to involve youth in leadership opportunities.
- Develop relationships, partnerships and collaborative projects and provide training, education and outreach in schools, community-based organizations, agencies and other entities in support of meeting LGBTQ+ youth needs within their structures, systems and services, to identify LGBTQ+ youth for Center services, and to maximize the Center’s service impact.
- Serve as an ambassador and Center spokesperson regarding the Center’s mission, philosophy, programs and services including at community events and Center functions, through outreach tabling at resource fairs, and on select committees/work groups.
- Create a welcoming, inclusive and safe environment for visitors to the Center.
- Lead and participate in staff meetings and provide overall Center supervision on a rotating basis.

- Generate written documentation of work including client case notes, outreach and program activity summaries, and other reports.
- Manage grant compliance through successful implementation of services, programs, program evaluation, and grant reporting; Coordinate data collection, entry and analysis; Assist in writing grant proposals and requests.
- Support organizational fundraising efforts.
- Other duties as assigned.

Qualifications:

- Master's Degree in education or human services field preferred; Comparable knowledge, skills and experience may be accepted.
- Experience working with youth required; Applied experience in a dynamic, urban youth-serving setting and familiarity with Milwaukee-area social service resources preferred.
- Proven experience in managing programs including evaluating program progress and implementing quality improvement processes.
- Experience supervising staff or volunteers and demonstrated ability to create and lead in a collaborative and inclusive environment.
- Knowledgeable about the diversity of LGBTQ+ identities, cultures and communities, intersectionality, social and other indicators of LGBTQ+ individuals' mental health and holistic well-being, youth development, identity development, and the provision of trauma-informed services to individuals and groups.
- Understanding and ability to effectively articulate concerns and needs of LGBTQ+ youth across age, identities and life experiences.
- Excellent interpersonal skills; Demonstrated ability to communicate cross-culturally and work effectively with individuals and groups, including those with socially marginalized identities and experiences.
- Ability to inspire trust and respect among colleagues and external partners; Able to maintain privileged client information.
- Ability to work in a changing environment where there is frequent exposure to stressful/crisis situations.
- Excellent written and oral communication skills; Experience with public speaking, delivering educational trainings and facilitating group activities.
- Organized and reliable; Proficient with current technology and communication systems as well as common office software and computer functions.
- Ability to work a variety of hours, including at night and during the weekend to meet client and agency needs.

Milwaukee LGBT Community Center is an equal opportunity employer and will recruit, hire and promote qualified persons into all job classifications without regard to race, color, religion, national origin or citizenship status, sex, gender identity or expression, pregnancy, sexual orientation, age, disability, or military status.