



# Oakland

## LGBTQ COMMUNITY CENTER

**Title:** Youth Services Coordinator

**Reports to:** Wellness Services Director

**Pay:** \$68,500-70k, full-time/exempt

**Benefits:** See below

**Location:** Town Youth Club site.

Established in 2017, Oakland LGBTQ Community Center (the Center) is dedicated to enhancing and sustaining the well-being of lesbian, gay, bisexual, transgender and queer (LGBTQ) individuals, our families and allies, by providing educational, social, health & wellness related activities, programs and services. The establishment of this service model marks the first time that a multi-ethnic, multi-gender, and intergenerational, LGBTQ community service center, has ever existed in the city of Oakland.

### **Youth Services Coordinator**

This position will work to help meet the contractual obligations of the Center's Youth Leadership Development Program funded by the Oakland Fund for Children and Youth (OFCY), serving participants 13-25 years of age. The Youth Coordinator is responsible for case management, general outreach & creating and implementing educational programming both in-house and through community provider engagement, workshops and events management.

### **Specific Duties and Responsibilities (Essential Functions)**

#### **Intake & Service Coordination**

- The Youth Services Coordinator is responsible for conducting individual intakes to assess service needs for all youth and provide case management (service coordination) for youth as needed.

#### **Outreach and Education**

- Works with management on all youth outreach strategies and functions for the youth services program, including scheduling and attendance at community partnership trainings, all youth education trainings and provides assistance at various community tabling events.

- Responsible for helping to revise and execute of the Center's youth wellness and leadership development curriculum, and scheduling and implementing the Center's Youth Wellness & Leadership Development educational workshops.
- Responsible for outcome reporting for an average of up to 100 youth (20 each quarter) and leadership development classes annually during the fiscal year.
- Create and develop new outreach and educational opportunities by researching, and outreaching to community agencies, attending community events, participating in inter-agency programs, and taking initiative to communicate with community members at these events held throughout the contract year.
- Develop and maintain relationships with community members by responding to email, mail, and phone correspondence regarding event scheduling, coordinating, rsvp's, materials requests, training dates and information distribution. Work with staff to best coordinate training teams for outreach trainings to community partners.
- Maintain detailed log of all agency youth outreach and education activities, create evaluation reports based on youth surveys and pre/post-test, summarizes evaluations and feedback, and create monthly training and outreach outcomes report.

### **Community Engagement**

- Recruits, coordinates, schedules and organizes volunteers to conduct outreach and education at youth and family events. Lead and coordinate outreach schedule, organize, and staff large outreach events to include Oakland Pride.
- Develop a cohesive strategy to develop and implement a digital outreach strategy to youth.

### **Partnership Strengthening**

- Deepen existing relationships with community partnerships, event organizers, Oakland Unified School District, Oakland School of The Arts, and other youth serving entities.
- Develop a knowledge-based contacts system of all partners and contacts.

## Qualifications

- Minimum 2 years' experience working with community-based organizations and creating and monitoring youth spaces.
- 2+ years' experience in outreach/recruitment and training of youth.
- At least two (2) years of outreach and community relationship building.
- Able to work with a broad variety of people, including adolescents, communities of color, LGBTQ community, parents, and educators.
- Must be comfortable with supporting people who are suicidal and in crisis.
- Use high energy, enthusiasm, demonstrated ability to encourage people to participate in activities.
- Experience working with vulnerable populations.
- Must be very organized.
- Ability to work flexible hours which may include some evenings or weekends.
- Ability to facilitate group discussions and comfortable with public speaking.
- Experience with youth outreach and coordination of events and supervision of volunteers.
- Demonstrate ability to engage and support youth with challenging behaviors.
- Able to manage emotions and reactions to different situations. Stays calm and clear under pressure.
- Ability to work effectively both individually and as a part of a diverse team.
- Able to exercise good judgment and maintain healthy boundaries with youth, volunteers, and staff.
- Strong computer skills: MS office, data entry, write clear and accurate narrative reports.
- Experience recruiting, training and scheduling youth for outreach events and supervision of outreach volunteers.

## Additional Information:

### **BENEFITS:**

The Center offers a competitive wage and benefits that include employer-sponsored major medical, dental, vision and disability insurance, and generous paid time off including 2-weeks paid vacation, sick leave, remote days, and 14 paid holidays, including two floating holidays such as, day after Pride, and election day.

The Oakland LGBTQ Community Center is an equal opportunity employer committed to maintaining a culturally diverse work environment.

This position is supported with a government grant, foundation, and corporate contracts. Please note that grant funded positions are time limited and contingent upon sufficient grant funding.

Please email [dawn@oaklandlgbtqcenter.org](mailto:dawn@oaklandlgbtqcenter.org) to apply (place youth services coordinator) in the subject line.