



Oakland

LGBTQ COMMUNITY CENTER

Title: Elder Services Coordinator

Reports to: Program Director

Pay: 60-\$70k per year, Exempt

Benefits: Health benefits upon hire.

Location: 3207 Lakeshore Ave. Oakland, CA 94610

Established in 2017, the Oakland LGBTQ Community Center Inc. (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.

We are seeking an enthusiastic person with a strong cultural competence, connection, and familiarity with the Senior/Elder LGBTQ+ community.

Essential Duties

- Conduct intakes and evaluate the needs of clients interested or already involved in the Center's Elder Services Program.
- Identifying individual client service navigation needs & support them to create an individual service plan to help address those needs.
- Participate in outreach activities for Elder Services and the Center.
- Enter required data into Apricot and create client services reports.
- Assist with administrative services as needed.
- Attend and provide back-end support for all Elder Services activities to include support groups and special events.

Position Requirements

- Minimum of a BA and 3 years of experience in program coordination, outreach and community organizing or equivalent experience. 3-5 years relevant experience in counseling or client/case management.
- Knowledge of harm reduction and trauma informed best practices.

- Excellent Customer Service
- Understanding of outreach within the local ethnically diverse community with an emphasis on marginalized LGBTQ+ communities.
- Demonstrates self-motivation and ability to work autonomously.
- Strong communication and organizational skills (reading and writing).
- Ability to problem solve effectively under pressure.
- Fluency in issues of racialized and gendered oppressions.
- Demonstrated commitment to justice issues.
- Computer literacy including typing and business writing skills, basic file management, using Microsoft Suite programs, MS Teams, G Suite programs such as Google Calendar, internet research skills, experience with using email and experience using word processors and spreadsheets.
- Experience in the non-profit sector is a plus.
- Familiarity with non-profit communications best practices and legal limitations.

General:

- * Participate in staff meetings, training workshops, and community meetings as assigned;
- * Ensure the overall maintenance and security of open and closed files as assigned;
- * Must be on time for meetings and client appointments;
- * Work some evenings/weekends as needed for programmatic/outreach activities;
- * Other responsibilities as assigned to support the programmatic and administrative needs of the organization and our members.

Benefits:

The Center offers a competitive wage and benefits that includes employer-sponsored major medical, dental, vision and disability insurance, 401k, and paid time off including vacation, sick leave, 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. Individuals with diverse experiences, people of color, bilingual English-Spanish-Cantonese speakers, lesbian, gay, bisexual and transgender individuals, women, and people living with HIV/AIDS or other disabilities are particularly encouraged to apply. This position is supported with public and corporate grant contracts. Grant funded positions are time limited and contingent upon sufficient grant funding.

Please send your resume and a thoughtful email of interest to dawn@oaklandlgbtqcenter.org

*Email Subject Note: "Client Benefits Coordinator" **no calls or drop-offs please.**

To learn more about the Center, please visit us at www.oaklandlgbtqcenter.org.