



## Job Title: Program Manager

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### TO APPLY:

Please prepare a resume and cover letter outlining your interest, readiness, and qualifications for the position. Submit these online at: <https://insideoutys.org/jobs/program-manager/>. Position open until filled, application review will begin January 9, 2023. Unfortunately, incomplete applications will not be considered.

Link for application submission: <https://insideoutys.org/jobs/program-manager/>

## Job Description Overview

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The position oversees all aspects of the community center and satellite programs, with a focus on coaching for success and creating sustained community through program strategy. The Program Manager models the values and behavioral expectations of Inside Out with youth/young adults and team members, utilizing strengths-focused coaching and group facilitation skills.

The Program Manager handles the strategic development, coordination, delivery, and assessment of evidence-based programs that meet the emerging needs of LGBTQIA2+ young people. Services and programs include peer support groups, community resilience activities, education, life skills, advocacy, and leadership development.

### Administrative Details

- Reports to: Program Director
- Employment Type: Full-Time, Exempt
- Hours: Monday-Friday 9:00 a.m. – 5:30 p.m. (some weekends and evenings may be required as program schedule changes)
- Salary: \$65,000-80,000 annually
- IOYS offers their employees a competitive benefits package. Some of the many benefits included in this package are medical, dental and vision coverage; retirement plans; paid time off; employer-paid life and disability insurance with additional buy-up coverage options.
- Location: Colorado Springs, CO

## Responsibilities

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*Additional Duties as assigned.*

### Programs

- Lead and supervise the development, delivery, planning, and assessment of all in-person, virtual, and satellite programs for youth, young adults, and families, with a focus on maintaining a consistent and well-served attendance of young people
- Actively collaborates with community partners and internal team members on activities, socials, guest speakers, capacity building for programming, and referrals/resources for young people

- Provides excellent service and maintains a courteous, positive image of Inside Out by supporting daily Programs functions as needed to include crisis intervention, space tours, event support
- Works collaboratively with Communications team to provide updates of programming and announcements on IOYS communication channels

### Administration, Management, and Supervision

- Oversee and delegate Programs functions, to include confidential case records, program inquiries, documentation, opening/closing/cleaning of in-person and virtual space
- Ensures adequate staffing and resourcing of the space, utilizing IOYS roles specializing in volunteers and operations
- Provides work direction and project ownership for Programs Team to support daily programming and strategic initiatives; ensures team is able to work towards and achieve deliverables through adequate onboarding, training, guidance, and supervision
- Support Programs Team holistically with positive, constructive, and direct communication, sensitive to each individual's unique self while coaching them for resilience, development, and success
- Manages the creation and follow-through for Programs Team procedures, ensuring accountability
- Supports Program Director with non-clinical collaborations, regular data collection and surveys, data analysis, required grant reports, annual goal development, program improvement based on review of outcomes, and budgeting

## Qualifications

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### Required Education and Experience

- 5 years' paid work experience with youth and/or young adults.
- 5 years' paid work experience managing and supervising staff members
- 3 years' paid work experience in program design, implementation, and evaluation

### Required Knowledge, Skills, and Abilities

- Knowledge of LGBTQIA2+ youth/young adult issues, best practices, and innovative programming.
- High sense of responsibility and commitment to the mission and policies/procedures of IOYS.
- Working knowledge of the Microsoft suite, as well as a capacity to quickly learn new software.
- Excellent verbal and written communication skills, including strong organizational, detail, and interpersonal skills.
- Creative and adept at planning, prioritizing, organizing and following through; highly energetic and able to balance multiple competing priorities.
- Ability to work as a member of a team, but also be a self-starter; able to work under pressure and complete multiple tasks simultaneously.
- Demonstrates flexibility to actively support change in order to meet strategic goals and objectives.
- Competency and comfortability with discussing difficult topics with youth/young adults
- Ability to effectively train and coach others
- Expert in Positive Youth Development (PYD) and youth empowerment leadership
- Expert in restorative practices
- Comfort and ability to serve youth who are unhoused
- Previous experience working with high-risk youth and vulnerable communities preferred, especially LGBTQIA2+ youth and families

- Knowledge of interlocking systems of oppression and how they impact LGBTQIA2+ people and communities.
- Must possess and maintain a valid driver's license with personal motor vehicle insurance.

### Preferred

- Master's Degree in Social Work or relevant field, or 2 years additional relevant experience
- Competency in anti-racism and anti-oppression
- Clinical licensure (LCSW, LPC, etc.)
- Experience with drop-in center atmosphere
- Experience adapting curriculum to meet the needs of LGBTQIA2+ youth
- Experience with the Pikes Peak Region; familiarity with partner organizations and established relationships within the nonprofit and human/social services community

## Typical Work Environment

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Office setting with occasional work outside the community center, both at external venues and outdoors with some work at a computer station and some work that requires movement around the community center. Position requires the ability to occasionally stand for extended periods of time. Position requires the ability to occasionally lift up to 30 pounds. Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of safety.

## About Us

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Inside Out Youth Services (IOYS) is a 501 (c)(3) nonprofit organization, established in 1990 to build power, access, and equity with LGBTQIA2+ youth of the Pikes Peak region. We are the primary LGBTQIA2+ nonprofit community serving LGBTQIA2+ youth (ages 13-24) in El Paso County. We provide a safe space for gender and sexuality diverse youth and young adults to grow their identities, learn leadership skills and develop the tools needed to both thrive personally and to act as agents of change in their communities. We also provide outreach education throughout the region to create a supportive climate for LGBTQIA2+ youth. IOYS accomplishes these goals through our weekly programming, targeted leadership development opportunities, community partnerships, and through educational outreach to local school systems, healthcare agencies, and other groups providing education and care to LGBTQ+ youth and young adults.

### Our Team and What We Value

At IOYS, all staff members are expected to exemplify established team values that include but are not limited to collegiality, respect, accountability, collaboration, and adaptability. In doing so, we model the behaviors and attitudes we ask of our young people, essential to creating a welcoming, radically inclusive, safe and brave space where all people can learn and grow. We are representatives of Inside Out in all we do and say—wherever we are—and it is therefore of utmost importance that all team members exhibit maturity and good judgement through their words and actions. A community center environment is fast paced where priorities and needs rapidly shift and evolve based on the needs of the agency and the young people we serve. Therefore, all staff are expected to own their mindset, adapt to change swiftly, and contribute to a positive and powerful team environment.

## Acknowledgement Form

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### Review and Acceptance of the Job Description.

I have read, understand, and agree to the duties in this job description as indicated by my signature below.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_