



Job Title: Program Manager

To Apply: Please send your resume and cover letter as one single PDF to Ryan O'Meara at ryan@insideoutys.org by October 17th for full consideration.

About Us

Inside Out Youth Services (IOYS) is a 501 (c)(3) nonprofit organization, established in 1990 to build power, access, and equity with LGBTQ+ youth of the Pikes Peak region. We are the primary LGBTQ+ nonprofit community serving LGBTQ+ 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 LGBTQ+ 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.

Job Description Overview

Reporting to the Program Director, the Program Manager is committed to working with young people, inspiring others, and working toward our vision of wholeness inside and out. They build strong relationships and safe, brave space; building access, equity, and power with LGBTQ+ and allied young people (ages 13-24). IOYS does this through the development, delivery, and assessment of evidence-based programs and services such as peer support groups, community resilience activities, comprehensive sexual education, young adult life skills, education and advocacy, and leadership development. This position leads a team of five, including three full-time staff—a youth program coordinator, young adult program coordinator, and program assistant—a part-time recovery coach, and a quarter-time peer program assistant.

The Program Manager integrates professional expertise into our non-clinical offerings to support the emergent needs of young people, coordinates with and refers youth in crisis to partner agencies, and serves as a consultant to IOYS staff to advise on matters regarding mental health, de-escalation/intervention, and conflict resolution. This position develops a motivated and engaged team to build supportive programs for young people, supervises clinical internships, and responds to mental

health emergencies. As a representative of IOYS in the community, this position participates in committee work, speaks on panels, and facilitates both external and internal trainings. This position works closely with the Program Director to ensure grant deliverables are met with fidelity and assists with regular reports as required by grantors, the board of directors, and the Executive Director.

The Program Manager must have the ability to maintain confidentiality and be able to complete required paperwork according to established protocol and regulatory agency requirements. This position requires the capacity to manage sometimes stressful, rapidly changing situations and maintain professional and appropriate boundaries with youth, families, and colleagues, always following Inside Out's protocol and policies.

Essential Job Duties

Overseeing all aspects of the community center and satellite programs. Strength in group facilitation and management, as well as strengths-focused one-on-one coaching relationships with youth/young adults. Ability to model the values and behavioral expectations of Inside Out with youth/young adults and team members. Requires strong organizational and communication skills and a high level of integrity and excellence. Ability to have hard conversations with youth and staff, maintain confidentiality, complete required paperwork, case management, and deliverables reporting according to established protocol and agency requirements. Must be able to maintain professional and appropriate boundaries with youth and young adults. Ability to act professionally in high stress situations, including the flexibility to shift plans as needed to respond to agency and youth/young adult needs. Must have excellent and open communication skills to work with staff holistically to offer emotional as well as practical support. Complies with all Inside Out policies and procedures. The duties included herein are not meant to be exhaustive but are rather representative of typical expectations.

Administrative Details

- Reports to: Program Director
- Employment Type: Full-Time Non-exempt
- Hours: Typically Monday-Friday 10:30 a.m. – 7:30 p.m. (some weekends and additional hours may be required as needed)
- Salary: \$51,000 - \$58,000 Compensation package includes health benefits, Simple IRA with a 3% match, and significant paid time off
- Based in Colorado Springs, Colorado

Responsibilities

	<u>% Of Time</u>
Office	%
<ul style="list-style-type: none"> ▪ Check assigned email account daily; respond to emails and Teams messages within one business day ▪ Maintain timesheet daily and allocate according to grants ▪ Ensure case files are complete/records maintained and meet professional standards of confidentiality ▪ Oversee that all program inquiries and incoming calls and messages are answered promptly; delegate to programs staff ▪ Oversee programs team to ensure opening and closing tasks are completed daily, keeping the center clean and following COVID guidelines ▪ Provides excellent youth/ young adult service and maintains a courteous, positive image of Inside Out; maintains confidentiality in all youth interactions; models exemplary customer service behaviors for programs staff 	

- Maintains open lines of communication with Program Director, including weekly check-ins, providing data and reports as requested, and collaborating on the assessment and development of youth and adult programs
- Other duties as assigned

Communications/Events

%

- Work collaboratively with program staff and communications manager to develop content and provide updates about programs for website, social media, newsletters, and community calendars upon request
- Promote special events to youth/young adults in the physical space and on Discord
- Attend all special events

Programs

%

- Lead and supervise the development, delivery, and assessment of all in-person, virtual, and satellite programs for youth and adults
- Ensure adequate staffing levels, stepping in to facilitate as needed
- Serve as co-facilitator for Peer Advisors, develop opportunities for youth leaders to present and gain skills
- Collaborate with team to coordinate activities, socials, and guest speakers
- Employ restorative practices to resolve conflict in the space among youth
- High level of familiarity with and application of trauma-informed care practices
- Crisis assessment and intervention, including making necessary referrals and reports
- Oversee and support interventions by programs team
- Conduct tours for youth, parents, and interested community members as needed
- Provides work direction for assigned projects; provides guidance and training to other staff
- Plans, coordinates, and implements assigned projects related to organizational goals and objectives
- Provides leadership for specialized projects, services, programs, and activities related to agency strategic goals and objectives; serves on project teams or committees

Administration, Management, and Supervision

%

- Present a module at volunteer training and serve as a primary point of contact in the space in the Volunteer Coordinator's absence
- Lead new program staff training and onboarding
- Lead daily team huddle and weekly team meeting
- Provide regular feedback and coaching during weekly one-on-one meetings with programs staff and completes quarterly and annual performance reviews; support staff members holistically with positive, constructive, and direct communication, sensitive to each individual's unique self
- Attend, participate, engage, and occasionally present or lead semi-monthly all-staff meetings
- Supervise clinical and social work interns
- Develop program budget in concert with Program Director and Executive Director and establish annual outcomes and goals
- Hold primary responsibility for grant required youth programs to ensure compliance and collection of deliverables, provide data, and proactively communicate any concerns in meeting goals
- Collaborate with other staff to accurately and thoroughly report on grant funded projects
- Provide or arrange professional development trainings for programs team, volunteers, and others
- Manage team performance to make sure all are adhering to organizational values, team values, and youth program needs
- Administer surveys, follow up with three- and six-month interviews, and regularly review data collection tools to streamline and modify as needed
- Solicit youth feedback to evaluate and assess programs and team; sit in on programs regularly to evaluate and coach facilitators on effectiveness and positive youth development strategies

Outreach and Education

- Act as point person for expanded mental health services, including exploration of potential partnerships with established mental health centers or practices, in-house mental health services, and supervise clinical internships
- Proactively investigate new opportunities for program expansion, including children and family programs, youth training opportunities, and youth-serving adult trainings
- Recruit and mentor interns, volunteers, and staff members
- Assist with community trainings as needed

Qualifications

Required Education & Experience

- Master's Degree in Social Work or relevant field, or two additional years of relevant work experience
- 2 years experience working with youth or young adults
- 2 years experience managing and supervising staff members

Required Knowledge, Skills and Abilities

- Thorough knowledge of IOYS's policies and procedures and ability to follow them
- Thorough knowledge of LGBTQ+ youth/young adult issues, best practices, and innovative programming
- Demonstrates flexibility to actively support change in order to meet strategic goals and objectives
- Demonstrates excellent verbal and written communication skills; maintains effective relationships with patrons, coworkers, and with staff at all levels
- Competency and comfortability with discussing difficult topics with youth/young adults
- High sense of responsibility and commitment to the mission of IOYS
- Demonstrates commitment to principles of anti-oppression
- Ability to work independently and effectively organize daily work under general supervision
- Ability to effectively train others
- Ability to work as part of a team, demonstrating an excellent youth/young adult service attitude
- 2 years of experience leading supportive groups for youth, with strong facilitation skills
- 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
- 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
- Must be able to pass a background check and possess and maintain a valid driver's license with personal motor vehicle insurance

Preferred

- Clinical licensure (LCSW, LPC, etc.)
- Competency in anti-racism
- Competency in anti-oppression
- Experience with drop-in center atmosphere
- Experience designing, implementing, and evaluating programs, including adapting curriculum to meet the needs of LGBTQ+ 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

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 workplace practices with office equipment, and/or avoidance of trips and falls and observance of safety.

Acknowledgement Form

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: _____