

**Status:** Full-Time; salaried  
**Classification:** Non-Exempt  
**Reports To:** Youth Programs and Homelessness Services Manager

**Organizational Profile:**

Pridelines Youth Services, Inc. dba Pridelines is a rapidly growing non-profit, 501c3, organization dedicated to supporting, educating and empowering South Florida's lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) youth and community in safe and diverse spaces to promote dialogue, wellness and to foster social change.

**Position Overview:**

The Youth Engagement Coordinator is responsible for planning, coordinating, and implementing innovative programs and outreach strategies to engage, support, and empower South Florida's diverse LGBTQ youth. The position requires a keen awareness of, and a strong desire to meet, the needs of queer youth, including those who are at-risk of or experiencing homelessness. The Youth Engagement Coordinator is responsible for providing a comprehensive needs and goals assessment to all youth that is designed to consistently inform the content and direction of center programming, as well as to link young people to affirming resources and services that will promote increased program engagement, social connectedness, self-esteem, self-sufficiency and overall stability.

**Responsibilities:** Primary roles and responsibilities include, but are not limited to:

**Outreach and Rapport Building:**

- Acts as a representative of Pridelines in the community at outreach events, social functions, award presentations, etc.
- Intentionally focuses on building rapport and camaraderie with youth in community, in an effort to open avenues for risk assessment, vulnerable dialogue, and an increased understanding of the needs of our youth
- Supports the Community Relations Manager to plan, coordinate and attend outreach events to inform youth and youth service agencies about Pridelines programs, services, and events to engage and encourage youth participation
- Actively seeks out, creates, and manages relationships with other local organizations that serve youth
- Works with Marketing Team to develop youth-facing materials and social media that promote Pridelines youth programs and services, including our nightly programs, our Youth Enrichment Activities, our youth homelessness programs, and our wrap-around services for at-risk youth
- As needed, engages in community organizing, meetings, and advocacy in regards to specific clients, LGBTQ youth more broadly, LGBTQ youth homelessness, and other topics/issues affecting queer youth
- Participates in other outreach efforts and fundraising programs/events as needed

**Client Services:**

- Provides initial needs/goals assessment for all youth seeking to engage in Pridelines programs and/or services
- Provides orientation on Pridelines programs and services to all new youth
- Continues to build rapport and camaraderie with youth who are engaging programming (at the center, in the community, and at our satellite locations) in an effort to promote vulnerable, meaningful and lasting connections with youth
- Makes appropriate, trauma-informed referrals and linkages for youth in crisis, youth with more intensive needs, and/or those who are actively experiencing or at-risk of homelessness
- Acts as an integral part of the Youth Programs and Services Team by ensuring that youth are consistently supported and supervised, and that the needs of youth engaged in programming, case management, and wrap-around services are met
- Provides ongoing support to the Host Home program via meetings with the youth, Hosts, and/or trainings as needed
- Works with the center staff and the Youth Programs and Services Team to ensure ongoing access to wrap-around services (meals, showers, laundry facilities, clothing, etc.) for LGBTQ youth experiencing or at-risk of experiencing homelessness
- Creates and maintains accurate records and data for all youth participants, including outgoing and incoming youth referrals, and ensures timely follow up of outgoing (*up to two weeks*) and incoming referrals (*up to 48 hours*)
- Provides free confidential HIV/STI testing according to the Center's official protocols and guidelines as a certified testing site

### **Youth Programs Oversight/Implementation (Including Youth Leadership Team and Volunteer Team):**

- Plans, coordinates, supervises, and/or facilitates nightly psychosocial groups and programs for all sites, including facilitating the preparation of snacks and meals for all youth programming/events/sites
- Fosters and encourages leadership development of youth to form a robust, active and empowered youth leadership program and team
- Plans, coordinates, and implements all Youth Enrichment Activities with input/support from youth participants, the youth leadership team, and a youth programs committee that includes committed volunteers to support youth programs
- Familiarizes oneself with program budget and works to properly utilize budget line items to support programming
- Works with Volunteer Coordinator and/or Program Assistant to train and manage volunteer youth program facilitators for youth programs and events (across all sites)
- Ensures that all staff and youth program volunteers operate in accordance with youth programs policies and procedures
- Ensures new and returning youth seeking to engage in Pridelines programs/services complete and update all necessary paperwork
- Works closely with center staff and Youth Programs Team to accurately track services utilized by program participants and items distributed to program participants
- Monitors and reports back regarding inventory needs for donations, clothing/toiletry closet needs, meal items, snacks, etc.
- Attends professional development and training opportunities as available/requested
- Performs other programmatic duties as assigned

### **Qualifications:**

- Bachelor's Degree in a related field (social work, non-profit, education, counseling, psychology, women's studies, ethnic studies, public health, etc.) OR a minimum of 3 years related experience in youth development or youth social services
- Outgoing personality with a high level of comfort meeting new people, engaging social situations, and drawing out the vibrant personalities and strengths of young people
- Familiarity with and a passion for LGBT issues
- Knowledge of social justice issues and anti-oppression/anti-racist frameworks
- Lived experience as an LGBTQ-identified person and/or someone who has experienced homelessness is desirable
- Ability to communicate directly, honestly, and vulnerably in person, over the phone, and in writing
- Personal qualities of integrity, compassion, positive leadership, a "can-do" attitude, flexibility, a sense of humor
- The capacity to exercise discretion and independent judgment as well as work as part of a team
- Strength in recruiting, managing, developing, and retaining individuals to volunteer, empowering them to utilize their expertise and elevate their levels of responsibility, span of control, and performance
- Understanding of working with diverse populations that leads to stronger client-centered support services
- Ability to establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization
- Understands ethical behavior and business practices and ensures that oneself and others meet these standards
- Ability to travel and/or commute both locally and long distance as needed
- Willingness to work evenings, weekends and weekdays
- Ability to prioritize multiple projects and manage frequent interruptions in the environment
- Proficient in using technology as a reporting tool, and experience working with using technology to implement program evaluation and reporting systems
- Proficient computer skills and experience with Microsoft Office (required), and cross functional database and tracking systems
- Bilingual (English/Spanish or English/Creole) preferred, but not required
- Ability to pass a Level II background check

To apply for this position on our team, please forward your cover letter and resume to [careers@pridelines.org](mailto:careers@pridelines.org)