

Status: Full-Time; salaried
Classification: Non-Exempt
Reports To: Homeless Youth Programs and 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 Program Coordinator and Host Home Liaison is responsible for planning, coordinating, and implementing innovative programs and outreach strategies to educate and engage South Florida's LGBTQ youth, their allies, those working with them, and the community at large about Pridelines youth programs, services, and events. This position also provides overall coordination and supervision of the Host Home Program which connects homeless youth ages 18-24 with caring, volunteer adults who are willing to provide safe, transition-like housing and support to the youth.

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

Programs and Services Implementation:

- Ensures the proper use and maintenance of the Youth Lounge/Drop-In Center.
- Plans, coordinates, and facilitates nightly peer-led support groups and programs – including the preparation of snacks and meals with input from youth program participants.
- Plans, coordinates, and implements all Youth Enrichment Activities with input from youth program participants.
- Works with the Center Operations Coordinator to ensure access of wrap-around services for LGBTQ youth experiencing or at-risk of experiencing homelessness.
- Works with Volunteer Coordinator to train and manage youth program facilitators at the Center and satellite programs locations.
- Ensures that all staff and youth program volunteers operate in accordance with youth programs policies and procedures.
- Provides free confidential HIV and STI testing according to the Center's official protocols and guidelines as a certified testing site.
- Connects youth to Health Services Department and Pridelines' homeless youth programs and services as necessary.
- Ensures new and returning youth seeking Pridelines services complete necessary intake paperwork
- Provides orientation on Pridelines programs and services to new youth
- Provides referrals to external community partners for youth seeking additional services
- Maintains accurate records of 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*).

Outreach and Marketing:

- Works with Marketing Team to develop materials to promote Pridelines' youth programs and services, including the Host Home program.
- Works with the Marketing Team to schedule email and social media promotions for Pridelines' youth programs and services, including the Host Home program.
- Supports the Community Relations Manager to coordinate and attend youth related outreach events to inform youth and youth service agencies about Pridelines programs, services, and events and encourage youth participation.

Host Home Program Implementation:

- Conducts outreach to and recruitment of new hosts through community organizing, social media, information sessions, community events, and public speaking.
- Screens and trains prospective hosts.
- Provides ongoing support to host homes through individual contact as needed, monthly meetings at each host home (with the youth, hosts and case manager(s)) and monthly host support meetings and trainings.
- Works with case manager(s) to coordinate the process of matching youth referred to the program with host homes.
- Engages in community organizing and advocacy about youth homelessness.
- Participates in outreach and fundraising for the program, as requested.

Qualifications:

- Bachelor's Degree or a minimum of 3 years related experience in youth development or social services
- Familiarity with, and a passion for LGBT issues
- Personal qualities of integrity, compassion, positive leadership, "can-do" attitude, flexibility, a sense of humor, and the capacity to exercise discretion and independent judgment as well as work and as part of a team
- Strength in recruiting, managing, developing, and retaining individuals, 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 client centered support services
- Able to establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Speaks, listens and writes in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Understands ethical behavior and business practices and ensure that own behavior and that of others is consistent with these standards
- Ability to travel and/or commute locally and long distances
- Willing to work evenings, weekends and weekdays
- Able to prioritize multiple projects and manage frequent interruptions
- Proficient in using technology as a reporting tool and experience working with information technology staff to develop and implement program evaluation and reporting systems
- Proficient computer skills and experience with Microsoft Office (required), Cross functional database systems, specifically Apricot (preferred)