

**Status:** Full-Time, Salary  
**Classification:** Exempt  
**Reports To:** Chief Operating Officer

**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 Director of Youth Programs and Services is responsible for overseeing all aspects of Pridelines Youth Programs and Services Department including the planning, coordinating, and delivery of innovative programs, services and outreach strategies to engage, support, and empower South Florida's diverse LGBTQ youth-- inclusive of youth who are at risk of or actively experiencing homelessness. Through inspiring and effective leadership, the Director of Youth Programs and Services directs all department activities toward achieving its annual goals and objectives.

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

**Programs and Services Development and Delivery:**

- Responsible for the overall management and supervision of Pridelines' youth programs and services including social/support groups, youth enrichment activities, and case management and wraparound services for youth at risk of or actively experiencing homelessness
- Plan, develop, implement, and evaluate new and existing programs, services, and youth enrichment activities—including CampOUT and Prom—that appeal to LGBTQ youth
- Facilitate nightly social/support groups and ensure a structured group process that promotes active participation
- Plan, develop, and implement a comprehensive outreach plan to identify new program participants
- Review and update existing youth programs and services policies, procedures, and practices
- Create and maintain an appropriate staffing structure to meet the goals and objectives of the Youth Programs and Services Department
- Ensure youth seeking services at Pridelines experience a safe and inclusive environment that supports their development
- Direct the operation of the drop-in Youth Lounge, clothing closet, shower, laundry facilities, and meals including implementing guidelines for accessing these services
- Ensure the youth programs department meets annual work plan goals
- Ensure consistency of quality, accountability, and high standards in all programs; this includes providing staff/volunteer trainings and developing procedures, models, and structural frameworks for program and service delivery
- Analyze trends within youth programs, identify issues, and develop and implement solutions
- Create and maintain a system of statistical records to track all programs and services in the agency database

**Programs and Services Management:**

- Recruit, train, and supervise youth programs and services staff, volunteers, and interns; provide ongoing feedback; and identify opportunities to provide staff, volunteer, and intern development support
- Work with the COO to develop the agency's youth programs and services budgets and maintain fiscal controls to ensure programs and services are within the scope of the annual budget
- Manage and maintain all youth programs and services grants to ensure fulfillment of funder requirements

- Work with the COO to develop policies and procedures appropriate to the mandate of the agency as they relate to the Youth Programs and Services Department
- Assess situations to determine the importance, urgency, and risks and make clear decisions which are timely and in the best interests of Pridelines
- Work with the Volunteer Coordinator to recruit and manage volunteers and interns to support the organization's youth programs and services
- Develop, implement, and evaluate recruitment strategies to expand the number of clients participating in the programs; including conducting outreach in schools, community partner organizations, neighborhoods and other locations frequented by LGBTQ youth
- Work with the COO to identify youth programs and services related grant funding opportunities and develop grant proposals

**Community Engagement:**

- Participate actively as an agency representative in collaborative partner networks and in related community activities and meetings that increase Pridelines' visibility as a youth programs and services provider within the community
- Identify and form community partnerships to enhance and expand the youth programs and services offered by Pridelines
- When appropriate opportunities arise, the Director of Youth Programs and Services will participate in national and regional committees; including attending regional meetings, workshops, and conferences when the budget allows

**Qualifications:**

- Master's Degree in social work, non-profit, education, counseling, psychology, women's studies, ethnic studies, public health, etc. OR a Bachelor's degree plus a minimum of 5 years related experience in youth development, youth social services, and/or youth homelessness
- Proven track record of leadership and program management skills
- Proven track record of successfully facilitating groups for youth and young adults
- Proven track record of successfully planning and implementing special events
- 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
- Understanding of positive youth development, trauma, resilience, mental health, and suicide prevention strategies
- Ability to communicate effectively in person, over the phone, and in writing
- Personal qualities of integrity, compassion, positive leadership, a "can-do" attitude, flexibility, a sense of humor
- 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

**Non-Discrimination Statement:**

Pridelines is an equal opportunity employer. People of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender, queer or questioning are encouraged to apply. Pridelines does not discriminate and will take measures to ensure against discrimination in employment, recruitment, and advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the gender identity/expression, sexual orientation, familial status, religion, mental or physical impairment, age, race, marital status, creed, color, or national origin.