

Job title	<i>Youth Services & Mentor Program Manager</i>
Reports to	<i>Director of Youth Services</i>
Start Date	<i>Immediate Hire</i>

Job purpose

The New Haven Pride Center seeks a committed and caring leader to help support the development and launching of New Haven Pride Center's Youth Peer Support Network. This person will be committed to co-creating a holistic program for both the youth and the mentors that participate in the Network. Case management, peer support, advocacy and support services play an important part in the Center's ecosystem, so the Center seeks a passionate and energetic leader to help intentionally deepen our commitment to LGBTQ+ youth in Connecticut.

[Click here](#) to submit your application.

STATEMENT ON EQUITY

The New Haven Pride Center is committed to fostering a workspace where everyone's identity is validated and respected, where individuals' cultural differences are celebrated, and time and energy are respected. The New Haven Pride Center firmly believes that lived experience is as equally valuable as educational experiences.

Duties and responsibilities

- In partnership with the Director of Youth Services, the Youth Services & Mentor Program Manager will supervise and oversee the New Haven Pride Center's Youth Peer Support Network. In this role they will :
 - Manage the recruitment of all mentors and and the intake of all mentees,
 - Manage all program and service partnership relationships,
 - Manage the matching process for all mentors with mentees,
 - Schedule and meet regularly with mentors and mentees to ensure that a successful relationship is being established between matched participants,
 - Co-facilitate the mentor training with the Director of Youth Services,
 - Facilitate the mentor and mentee support spaces,
 - Act as the primary point of contact for all mentors and mentees,
 - Act as the primary point of contact for partner organizations and affiliates for mentee referrals,
 - Oversee the the Youth Peer Support Network case management fund
 - Keep detailed case notes on each mentor / mentee relationship,
 - Submit all required reports to the Director of Youth Services on a weekly, monthly, and quarterly basis,
 - Work in collaboration with Youth Services Coordinator to ensure all mentees have access to support services and social programming.
- Work alongside the Youth Services Coordinator for the referral of youth/mentees into recovery support services and/or case management.
- Attend weekly check in with the Director of Youth Services and Youth Services Coordinator.
- Additional duties as needed.

Qualifications

- have proven experience working with the LGBTQ+ community, particularly LGBTQ+ youth
- have a minimum of 4 years of experience working with mentor/workforce recruitment and/or the human services field (volunteer work counts)
- have some experience working with volunteers
- have some experience facilitating support groups and/or trainings
- have strong verbal and written communication skills
- have reliable transportation and willingness to travel throughout the State of Connecticut
- have proven fluency in Spanish, strongly desired
- have proficiency in Google Suite and other Microsoft Office programs
- have some experience in and/or willingness to incorporating management tools and practices into your daily work including Asana, DocuSign, Slack, Calendly and Trello
- be a self-starter and have the ability to work independently without persistent oversight
- have the ability to read and respond to participant feedback or concerns in a way that is principled, reflective, and clear;
- have the ability to give and receive constructive feedback, to self-reflect, and integrate new information
- be willing to obtain First aid, CPR, and Mandated reporting certifications (provided by NHPC);
- be willing to attend a Five day recovery coaching training (provided by NHPC);

The New Haven Pride Center is committed to fostering a workspace where everyone's identity is validated and respected, where individuals' cultural differences are celebrated, and time and energy are respected. With that said, successful candidates will have some experience working in and/or desire to work in a multicultural environment that prioritizes racial justice and LGBTQ+ equity. **Individuals who have direct lived experience with DCF, the foster care system, and/or juvenile justice system are strongly encouraged to apply.**

Compensation

This is a salaried full-time position with an estimated salary between \$47,500-50,000. The Youth Services & Mentor Program Manager will work on a full-time schedule that will include occasional evening and weekend obligations. There are minimal physical requirements of this position.

Equal Employment Opportunity Policy

The New Haven Pride Center is an equal opportunity employer and will not discriminate or permit discrimination against any person or group of persons on the basis of gender, gender identity or expression, sexual orientation, race, colour, religious creed, political affiliation, age, marital or pregnancy status, national origin, ancestry, ability, present or past history of mental health, intellectual disability, learning disability, neurodiversity, military status, past or present immigration status, housing status, or any other class of persons or categories protected by law, or that should be protected by law.

This policy applies to all terms and conditions of employment including, but not limited to, hiring, placement, termination, transfer, leave of absence, compensation, and professional development. The Center firmly adheres to all laws and regulations of the United States, the State of Connecticut, and any other states in which we do business, regarding equal employment opportunity and public accommodations. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the Center will be based on merit, qualifications, abilities, and other business factors specific to each individual situation.