

Position Title: Youth Advocate
Position Type: Full-time (1.0 FTE), Exempt
Reports to: Program Manager



Organization Description

Founded in 1988, the Lavender Youth Recreation & Information Center (LYRIC) provides supports and services to over 1,200 lesbian, gay, bisexual, transgender, queer, questioning (LGBTQQ) and allied youth (annually), 24 years old and under. LYRIC's mission is to build community and inspire positive social change through education enhancement, career trainings, health promotion, and leadership development with LGBTQQ youth, their families, and allies of all races, classes, genders, and abilities. The organization has a budget of approximately \$1.8 million and 16 full-time and 2 part-time employees. In alignment with LYRIC's Strategic Plan, the organization envisions: (1) schools that are transformed into safe, inclusive environments where LGBTQQ students can thrive and (2) a comprehensive network of community support to ensure successful progression into adulthood for Transitional Age LGBTQQ Youth. The organization works toward this vision by (1) uniting best practice with innovation to realize the organizational excellence needed to advance the field of LGBTQQ youth development and (2) growing community support that reflects a high level of partner investment in our mission, vision, and organizational sustainability.

Position Summary

Youth Advocates ("Case Managers") are highly skilled youth development practitioners that play a critical role at LYRIC, providing a range of intake/assessment, information & referral, and wraparound case management services on-site at the LYRIC House as well as in clinical, school, and community settings. Additionally, Youth Advocates coordinate a variety of community building/violence prevention groups for youth, case conferences between colleagues at multiple agencies, and capacity-building trainings to promote LGBTQQ youth inclusion across multiple systems. LYRIC is a founding member of the Dimensions Clinic Collaborative for LGBTQQ youth and partners with various research institutions to enhance our understanding of best practices in serving LGBTQQ young people.

Responsibilities

1. Develop and implement case management activities that are youth-centered, informed by research, best practices and culturally relevant to LGBTQQ youth.
2. Conduct program orientations, intakes, and assessments utilizing multiple data systems.
3. Facilitate case management meetings with program staff and participate in clinical supervision.
4. Develop strength-based, social justice-centered individualized service plans in collaboration with youth and staff.
5. Coordinate and maintain regular appointments with youth accessing case management services and ensure progress toward early adult outcomes.
6. Ensure successful transition of youth exiting case management services to community or other resources.
7. Maintain records of daily contacts and activities with youth as well as related case collateral.
8. Maintain an active caseload in achievement of program department goals and contract deliverables.
9. Coordinate community building/violence prevention groups and LGBTQQ inclusion trainings in partnership with youth facilitators.
10. Foster regular communication with the Program Manager and program staff to ensure up-to-date information sharing regarding individual participants and issues impacting our youth community.
11. Collaborate with program staff to support meaningful engagement of youth participants in program activities that follow Community Agreements.
12. Provide crisis intervention and conflict de-escalation as needed.
13. Build and maintain relationships with community-based service providers, school districts, youth serving agencies, and community resources.

14. Support the design and implementation of programming.
15. Develop workshops and outreach strategies.
16. Attend staff meetings as well as other organizational retreats and gatherings.
17. Support organization-wide grassroots fundraising campaigns.
18. Other duties as assigned.

Qualifications

Knowledge

1. Understanding of positive youth development framework, youth-adult partnership frameworks and knowledge of LGBTQ youth issues.
2. Understanding of social justice, restorative justice, and systems change.
3. Understanding of case management model best practices.
4. Knowledge of San Francisco and Bay Area resources, especially for LGBTQ youth, youth of color and their families.
5. Broad and deep knowledge of LGBTQ community and issues impacting LGBTQ youth.
6. Fluency in Cantonese, Mandarin, or Spanish, highly desirable.

Experience

1. At least two years of experience providing case management, counseling, health services, family support, advocacy, educational services, or workforce development services to youth.
2. Experience with diverse models of working with youth (i.e. understanding of principles of youth development, youth-adult partnership, harm reduction, positive sexuality, HIV/STI prevention).
3. Experience working with transgender youth, young women, youth of color, youth with disabilities, young men who have sex with men (YMSM), youth living with HIV, system-engaged youth, immigrant communities, youth engaged in sex work, youth who are homeless / marginally-housed, and other historically marginalized groups.
4. Experience working with families of LGBTQ youth.
5. Competent in working in a multiracial, multicultural, multi-gendered, and intergenerational environment.
6. Experience with data collection and reporting.
7. Experience developing effective collaborations with other agencies and communities.

Qualities/Attributes

1. Passion for and commitment to working with LGBTQ youth.
2. Highly positive and enthusiastic style that motivates youth to achieve high standards, encourages peers to model LYRIC's organizational principles/leadership competencies, and supports supervisors and other leaders in guiding the work of the organization.
3. Self-motivated and able to take initiative, manage, and complete multiple projects within deadlines and within budget.
4. Excellent written/verbal communication and facilitation skills.
5. Action-oriented with excellent problem-solving skills.
6. Highly organized and able to work in a fast-paced environment.
7. Ability to seek out, encourage, and exchange appreciative as well as developmental feedback with youth, colleagues, and supervisor.
8. Ability to identify and communicate needs for support.

9. Ability to foster a healthy work/life balance that supports the provision of high quality, sustainable programs and services for youth.
10. Ability to address challenges directly by de-escalating conflict and fostering mutual understanding.
11. Commitment to ongoing one's self-improvement/professional development and LYRIC's long-term sustainability.
12. Ability to work evenings and weekends as required.

Compensation

\$47,267.33 per year. Benefits include:

- Full coverage of medical, dental, vision, and acupuncture/chiropractic insurance for employee;
- Annual, merit-based raises up to 5%;
- Generous holiday, vacation, sick, and personal leave;
- Annual \$800 Health and Wellness supplement and flexible schedule to support work/life balance; and
- Position may meet qualifications for Perkins Student Loan cancellation.

Equal Opportunity Employer

LYRIC is an equal opportunity employer. Applications are strongly encouraged from women, people of color, immigrants, young people, lesbian, gay, bisexual, queer, transgender and genderqueer people, people living with HIV/AIDS, people with disabilities, and bilingual and bicultural people. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

To Apply

To apply, please send an email to careers@lyric.org. Put "Youth Advocate" and your name in the subject line (e.g., Youth Advocate – Janet Jackson), and include as attachments (in pdf format only):

1. Cover letter with full contact information
2. Résumé

You will be notified when your application is received. We will contact you if we wish to talk with you about the position. Due to the high volume of applications we expect to receive, we ask that you **please do not contact us** about the position, unless we have contacted you and invited you to move forward with the application process. At that time, we will be happy to answer any questions.

The application process will include several steps:

1. Each applicant will be notified by email that the application was received.
2. A member of the hiring committee may call an applicant to discuss the position.
3. Selected applicants may be emailed several questions and asked to provide written answers.
4. Selected applicants may then be invited to come to LYRIC for an interview with members of the staff.
5. A second interview with an expanded hiring committee will be conducted as necessary.
6. An offer will be made to one applicant.

Applications are being accepted now and the position will remain open until filled. We will post a notice on the LYRIC website (www.lyric.org) when applications are no longer being accepted for consideration. Thank you in advance for your interest in the position.