

Position Title: Program Manager
Position Type: Full-time (40 hours per week), Exempt
Reports to: Program/Deputy Director



Organization Description

Founded in 1988, the Lavender Youth Recreation & Information Center (LYRIC) provides supports and services to over 500 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 \$3 million as well as a youth-adult team of approximately 25 staff members, 11 fellows, and 73 paid youth interns. 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. The organization is in an exciting period of growth and innovation, guided by our strategic initiatives and the following operating principles:

- **Learning:** We bring curiosity, creativity, and fun to our work.
- **Sustainable Impact:** We commit to the long-term transformation of lives and institutions.
- **Leadership:** We foster leadership to support a progressive movement that spans generations.
- **Allyship:** We believe that everyone has a role in creating safe and thriving communities.
- **Social Justice:** We build upon a proud history of community self-determination by challenging institutionalized invisibility & inequity.

Position Summary

Program Managers are highly skilled youth development practitioners and nonprofit leaders who play a critical role at LYRIC overseeing the coordination of one or more program areas, providing direct services to youth, and supervising frontline staff. The Program Manager is responsible for working in collaboration with the entire LYRIC staff, board, and community of youth leaders, fostering alignment across strategic initiatives and organizational functions. Program Managers provide capacity building/technical experience in their areas of expertise, engage in system-level advocacy efforts, and may serve as a member of LYRIC's leadership team.

Focus Areas

LYRIC is a growing organization and we are looking for multiple program managers to join our expanded team. We are seeking candidates who are skilled in and passionate about working with LGBTQQ youth in one or more of the following focus areas:

- school-based programming and family engagement with middle/high school-aged youth;
- youth workforce and leadership development with undocumented youth and high school-aged youth;
- anti-violence programming for LGBTQQ youth who are in detention, survivors of domestic/intimate partner/gender-based violence, or engaged in sex work/the street economy;
- health and wellness programming for LGBTQQ youth who are vulnerable to HIV infection

- or in need of gender-affirming care; and
- leadership development and post secondary education engagement with trans/gender non-conforming youth.

Regardless of focus area, all programs center the development of powerful LGBTQQ youth leaders through a youth-adult partnership framework.

Responsibilities

Program Management

1. Manages the planning, implementation, and evaluation of one or more program area under the direction of the Program/Deputy Director and in alignment with the organization's mission, vision, and operating principles;
2. Develops annual program work plans in achievement of the organization's strategic priorities and contract deliverables;
3. Ensures contract compliance, including program reporting/evaluations, data management, and relationship management with contract liaisons;
4. Provides direct services to youth, including program coverage for frontline staff members; and
5. Leads formal and informal evaluations/needs assessment processes and presents program learnings to internal and external stakeholders.

Leadership Development and Performance Management

1. Promotes leadership development opportunities for youth participants and colleagues;
2. Provides program team members with fair, constructive, and timely feedback towards performance expectations as well as opportunities for coaching and problem-solving;
3. Initiates professional development goals-setting with program team members and provides on-going monitoring/feedback regarding progress toward professional development goals;
4. Completes direct reports annual performance reviews sufficiently and on-time, under the direction of the Program/Deputy Director; and
5. Under the direction of the Program/Deputy Director, maintains compliance with LYRIC's Personnel Policies, including staff recruitment, hiring, promotion, disciplinary action, and employment separation.

Strategy Development

1. Leads the annual planning process for one or more programs and articulates multi-year vision for the growth and development of the program;
2. Ensures alignment of annual plans across multiple programmatic and support functions;
3. Monitors and evaluates effectiveness of LYRIC's strategic initiatives, in partnership with LYRIC's Program Director, Deputy Director, and Executive Director; and
4. Ensures that team members have a defined role in contributing toward LYRIC's strategic initiatives, outlined in written development plans.

Partnership and Relationship Building

1. Serves as agency representative to key stakeholder groups, ensuring that the needs of LGBTQQ young people are prioritized;

2. Manages healthy interagency collaborations, documenting expectations/roles/responsibilities of all parties and providing ongoing appreciative/development feedback to colleagues;
3. Proactively engages with issues impacting LGBTQ youth, staying abreast of emerging needs, trends, and research;
4. Strengthens interagency relationships by showing up as an ally to partner organizations and ensuring that multiple LYRIC representatives are engaged and familiar with key partners and stakeholders; and
5. Presents key findings and best practices to internal and external stakeholders.

Financial Management

1. Develops the budget for one or more program areas under the direction of the Program/Deputy Director, monitors compliance to budget-to-actual expenditures throughout the fiscal year, and revises budget as needed;
2. Under the direction of the Program/Deputy Director, maintains compliance with LYRIC's fiscal procedures, ensuring that requests for funds, financial back-up documentation, and timesheets are completed correctly and on-time by all employees within the manager's program area(s);
3. Monitors staff time on projects, ensuring that planned staff time allocations align with actual staff work time, funding, and strategic priorities;
4. Communicates accurate financial information, demonstrating strong understanding of LYRIC's financial statements; and
5. Cultivates environment of curiosity and learning regarding the connection between LYRIC's financial health and the broader economic environment.

Fund Development

1. Fosters engagement of LYRIC youth and staff in organization-wide fundraising activities;
2. Produces high quality, audience-appropriate text for fundraising purposes;
3. Develops and submits grant proposals, under the direction of the Deputy Director or Executive Director, as needed; and
4. Stewards relationships with existing funders/donors and cultivates new funders/donors, in alignment with LYRIC's strategic plan and under the direction of the Deputy Director or Executive Director, as needed.

General Support

1. Attends staff meetings as well as other organizational retreats and gatherings; and
2. Other duties as assigned.

Qualifications

Knowledge

1. Broad and deep knowledge of LGBTQ community and issues impacting LGBTQ youth;
2. Expertise in positive youth development framework, youth-adult partnership frameworks, social justice, restorative justice and/or systems change;
3. Expertise in case management model best practices, curriculum development, group facilitation, and staff supervision practices;

4. Extensive knowledge of San Francisco and Bay Area resources, especially for LGBTQQ youth, youth of color and their families;
5. Basic knowledge of and interest in learning more about nonprofit finance, human resources, communications, and fund development; and
6. Fluency in Cantonese, Mandarin, or Spanish, highly desirable.

Experience

1. At least 3 years of program management experience within an organization providing leadership development, organizing, advocacy, civic engagement, violence prevention/response, health and wellness, workforce development, or educational 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. Competent in working in a multiracial, multicultural, multi-gendered, and intergenerational environment;
5. Experience with data collection, quality control, analysis, and reporting;
6. Experience using multiple technologies, including MS Word/Excel/Powerpoint and Google Apps; and
7. Experience developing effective collaborations with other agencies and communities.

Qualities/Attributes

1. Passion for and commitment to working with LGBTQQ youth;
2. Highly positive and enthusiastic style that motivates youth and supports team;
3. Strong emotional self-management skills needed to provide youth-centered support to survivors of emotional, physical, and sexual abuse.
4. Self-motivated and able to take initiative, manage, and complete multiple projects on-time and within budget, while maintaining high quality standards;
5. Excellent written/verbal communication and facilitation skills;
6. Action-oriented with excellent problem-solving skills;
7. Highly organized and able to work in a fast-paced environment;
8. Ability to seek out, encourage, and exchange appreciative as well as developmental feedback with youth, colleagues, and supervisor;
9. Ability to identify and communicate needs for support;
10. Ability to address challenges directly by de-escalating conflict and fostering mutual understanding;
11. Commitment to ongoing self-improvement and professional development;
12. Valid California Driver's License and access to registered/insured vehicle (highly desirable); and
13. Ability to work evenings and weekends as required.

Compensation

\$68,727 to \$80,333 [DOE]

Other benefits include:

- Full coverage of medical, dental, vision, and acupuncture/chiropractic insurance for employee;
- \$800 annual health & wellness cash supplement;
- Annual, merit-based raises up to 5%;
- 403b retirement plan;
- Generous holiday, vacation, sick, and personal leave;
- 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 “Program Manager” and your name in the subject line (e.g., Program Manager – Your Name), 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.

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.