The Attic Youth Center

**Position Description:**

Program Coordinator

Full-Time

Non-Exempt

**Reports to:**

Associate Director

**Qualifications:**

Master’s degree in Social Work or related field, and/or at least three years of progressive and responsible experience in supervision and youth program management preferred. Demonstrated experience in working with Lesbian / Gay / Bisexual / Transgender / Queer (LGBTQ) or questioning youth; client advocacy; intake assessment; prevention interventions; and developing life skills or group curriculum. Work with youth clients and staff of diverse populations with respect and sensitivity to sexual, cultural, and economic differences. Understanding of psychosocial issues related to LGBTQ youth development, and knowledge of Philadelphia youth resource and service pool.

**Basic Function:**

Provide clinical, administrative, and educational supervision to program staff and coordinate day to day center programming; work in partnership with Associate Director to manage flow of general operations and delivery of services by creating policies, procedures, and protocol for center programming. Work collaboratively with Program Staff to develop creative and engaging Center Programming; while helping to maintain a supportive and respectful environment for all youth that participate in programming.

**Responsibilities:**

1. Supervision of program staff, including case management, volunteers, outside group facilitators, and interns assigned to support center programming.
2. Assist in the development and implementation of center program systems that improve service provision.
3. Coordinate and oversee the collection and summary of client information, including information needed for various databases; ensure confidentiality in recording, documenting, and reporting.
4. Generate reports required by contracts with various funders for staff under your supervision to report on outcomes and progress of goals.
5. Consult with other staff and departments to ensure effective communication of assessments of youth needs and linkages to individual services.
6. Manage and maintain accurate and timely records/documentation that detail youth involvement in services.
7. Manage and maintain accurate and timely records/documentation that detail staff performance.
8. Assist in development and training of staff to enhance direct service programming.
9. Participate in team meetings, department consultations, and supervisory meetings.
10. Participate in staff development as necessary and/or required.
11. Coordinate immediate crisis intervention regarding youth.
12. Provide back-up assistance to program staff as necessary to address needs or crisis.
13. Assess and follow-up with youth complaints with staff under your supervision.
14. Uphold Attic’s policies and procedures.
15. Other duties as assigned or necessary to avoid interruption of services or to maintain agency efficiency.

**Essential Duties and Task:**

1. Coordinate center programming by putting together a schedule of groups and activities for 6-10 week cycles throughout the calendar year.
2. Hold weekly individual supervision meetings (minimum of 1 hour in length) with each staff under your supervision.
3. Review between 5 -10 youth files each month as part of supervisory meetings, clarify youth engagement and progress in services, confirm staff documentation, as well as offer guidance and psychosocial support for staff.
4. Review and confirm internal and external referrals completed by staff under your supervision, sign-off on required documentation.
5. Provide clinical back-up and technical assistance to program staff as needed (individual youth work and center coverage); assess clinical crisis that may occur in the center and help make appropriate plan for situation.
6. Review Group binders at least monthly as part of quality assurance measures; and maintain regular communication with outside group facilitators.
7. Meet weekly with your supervisor for a supervisory meeting to review staff performance, outstanding youth issues, and administrative or operational issues.
8. Complete monthly and/or quarterly narratives and statistical reports for contracts connected to staff under your supervision.
9. Attend departmental meetings at least monthly or as necessary to communicate and clarify programmatic updates that affect staff under your supervision.
10. Identify and communicate programmatic changes or leads on special projects.
11. Manage schedules of program staff to ensure adequate coverage for center, events, as well as accumulation and use of comp time.
12. Orientate new staff that begin work under your supervision; facilitate person’s acclimation to the space including review of policies and procedures and assignment of task and/or youth cases.
13. Complete staff probationary and yearly evaluations per agency policy.

The Attic Youth Center is an Equal Opportunity Employer and committed to maintaining a diverse network of board, staff, students, and volunteers that is reflective of and accountable to the communities we serve. People of diverse sexual orientations, transgender and gender non-conforming people, people of color, national origin, women, intersex people, diverse abilities, ages, socioeconomic backgrounds, and spiritual experiences.

**Resumes and Cover Letters should be forwarded to** [**Jay@atticyouthcenter.org**](mailto:Jay@atticyouthcenter.org)**, no phone calls.**

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Employee Signature Date