



BOYS & GIRLS CLUBS
OF PORTLAND METROPOLITAN AREA

POSITION PROFILE
POSITION TITLE: DIRECTOR TEEN
SERVICES – CAREER & EDUCATION
SERVICES
REPORTS TO: DIRECTOR OF TEEN
PROGRAMS
CLASSIFICATION: EXEMPT

The Director of Teen Services – Education & Career Serves as an ambassador and role model for local teens, oversees and runs YouthForce University (YFU) and its integration with TeamWork Programming. This is a management level position that requires critical thinking, aptitude in supervisory coaching, and the ability to act decisively in emergency situations. Through team leadership this position is responsible for the development, execution and direct implementation of teen programming at multiple locations and the successful transition of teen members into adulthood through the provision of navigation services. This position ensures that program initiatives are implemented, successfully executed, and have demonstrated impact through accurate data, measurement and reporting. This position will lead the regional Club team in implementing a balanced program and activity plan on a daily and annual basis while ensuring positive measureable outcomes through fun. Directors of Teen Services should be passionate about the BGCP mission and implementing fun varied program for teens to maintain healthy relationships, engage in leadership in their community, and create meaningful plans for the future to transition into adulthood. This position has supervisory responsibilities of the interns assigned to the YouthForce program; the DTP-YF will be responsible for leading the team to achieve successful collaboration, communication, and completion of program objectives.

Position Responsibilities

Supervisor:

- Accountable for recruiting, hiring, leading and supervising TW program staff and volunteers, including maintaining accurate staff paperwork, documentation and ensuring staff and volunteers have appropriate certifications and trainings.
- Provide supervision and feedback as needed in a 1:1 setting to support program staff with their performance and professional development goals.
- Inspire and involve all program staff in program development, implementation and ensure staff are actively engaging with members.
- Attend and respectfully participate in trainings and meaningful discussions as it relates to youth development, programming, and policy.
- Participate in appropriate county-wide program and quality improvement efforts
- Participate in special programs, events and other projects as directed by Club Director or Operations Director.

Recruiting & Hiring

- Engage teens from Portland Metro community to YF and to BGCP
- Lead and coordinate intern recruitment efforts for teens from BGCP, surrounding schools and community based organizations through collaborative partnerships
- Screen and interview TWIP applicants and hire best fit candidates to internship positions
- Administer hiring paperwork with the help of YouthForce Staff

Tracking & Reporting

- Oversight of data collection and data management for each intern
- Maintain proper documentation of TeamWork Interns including tracking priority outcomes, duration and frequency of attendance, incidents, etc.
- Support the design and implementation of TWI evaluations, measurement, and reporting

Management, Coaching & Training

- Supervise the TeamWork Program and develop efficient, productive work flow for teens.

- Support payroll processing for interns
- Support productive intern performance and encourage teens to think about their future through ongoing coaching, support, and professional development
- Incorporate youth development principals in supervision of teens
- Implement intern training prior to each season
- Support, train and supervise TW teen-intern supervisors

YouthForce General

- Contribute to the planning and implementation of YouthForce University (YFU) curriculum and events
- Maintain positive, productive relationships with all stakeholders including partners, interns, BGCP staff, schools, community organizations, and community members
- Participate in BGCP program staff meetings, planning, and activities
- Other duties as assigned

Providence Park Partnership

- Mandatory attendance at all home games, management meetings and other events as they arise.
- Serve as principal liaison and maintain strong working relationships with the Providence Park Guest Services Manager as well as Providence Park, Timbers FC, and Thorns FC staff.
- Coordinate and oversee all YouthForce operations for all game days and special events, including Seahawks Training Camp (as requested)
- Provide guidance and encourage Providence Park, Timbers FC, and Thorns FC staff to provide direct feedback to teens regarding performance issues

YouthForce Interaction Management

- Responsible for the supervision of all YouthForce teen interns on Game Days while addressing performance issues directly and effectively
- Sustain an environment that fosters communication, collaboration and respectful relationships between YouthForce teen interns and Providence Park Staff

Operations Management

- Be familiar with the Providence Park Stadium floor plan, facility and areas of importance, especially in regards to the locations YouthForce teen interns are assigned, as well as all Providence Park Rules and Regulations
- Collect and understand all labor requests from partners, and build the game day schedule with sufficient flexibility to respond to last minute changes

Position Qualifications

Professional Skills and Education

- Four year degree in Social Work, Psychology, Education, Social Services, or related youth development field from an accredited college or university Or equal Experience
- experience working with high school age youth and parental interaction
- experience managing others, including hiring, training and supervising/coaching
- Knowledge and/or experience working with a non-profit youth development agency, Boys & Girls Club or staffing agency experience preferred
- Strong analytical and problem solving skills
- Experience with Microsoft Office Suite

Teen Development

- Knowledge of teen development principles and strategies, and ability to motivate youth in a positive way
- Capacity to effectively manage compassionate relationships with a diverse population/group of teens and adults

- Aptitude for working with teens from diverse backgrounds while providing support and resources that encourage and mentor them through their professional development

Safety

- Satisfactory Motor Vehicle Record as determined by BGCP
- Successful completion of National Criminal History and Background Check

Leadership & Service Delivery

- Responsive to needs and requests of teens and business partners, as well as teens' parents/guardian
- Good organization and attention to detail, professional presence, strong customer relations skills
- Proven experience working with partner agencies, community building, and business acumen
- Flexible personality with the professional composure to make critical decisions through conflict resolution and mediation
- Ability to handle multiple responsibilities simultaneously
- Background in large project or event planning helpful
- Attributes for success in this role include patience, a sense of humor, flexibility, high energy, cultural competence

Hours: The position is full time, requires a flexible work schedule including regular evenings and weekend shifts. Position requires frequent off-site travel within the Portland Metro and attendance at all Game Days.