



POSITION PROFILE

POSITION TITLE: Youth & Family Services Manager

REPORTS TO: Club Director

CLASSIFICATION: EXEMPT

Position Summary:

The Youth & Family Services Manager (YFSM) is a Club management position that requires critical thinking, strong supervision and customer service skills; and the dedication to creating and maintaining support services for youth and their families. With the direction of Club and Program leadership, the YFSM is responsible for providing guidance, resources and mentorship to Club members and cultivating ongoing opportunities for family engagement.

This position requires an unwavering commitment to the overall mission and vision of the Boys & Girls Clubs of Portland Metro (BGCP) and service to our members. The necessary skills required for this position is an uncompromised dedication to equity and inclusion; a safety-first mindset keeping our staff and members' safety our #1 priority; and a commitment to success through overseeing the execution of first-class services and resources to our youth and families.

This position works under the direction of the Club Director and collaboratively with the Area Director of Youth & Family Services, the Coordinator of Mental Health Services and BGCP YFSMs to be informed on leading practices to assess and respond to the diverse challenges of the youth and families we serve. The YFSM oversees the delivery of trauma informed practices within their Club environment, mentoring staff and volunteers on the required skills for working with youth exposed to Adverse Childhood Experiences (ACES). This position is responsible for the tracking and evaluation of membership and impact data, as well as ensuring the safety of all members. The YFSM oversees the part-time front desk associate.

Position Responsibilities:

Execution:

- Assess the needs of Club members and their families to provide additional services and community resources.
- Develop and coordinate intervention programs and group sessions in response to the assessed needs of the youth and families.
- Track and maintain accurate and up-to-date records, files, and impact data on the youth we serve.
- Responsible for developing a family engagement program including monthly family events.
- Hire, train, mentor, and supervise front desk staff and cover all front desk responsibilities when necessary.

- Working in collaboration with the Club Director to serve as onsite support for social work interns.
- Provide data and other relevant information in support of grant contracts, reports and proposals.
- Working collaboratively with their Club Director and the Area Director of Youth & Family Services to identify areas of direct service (one-on-ones, prevention programming, small groups, etc.) that they will then facilitate and execute at their club location.
- All BGCP employees are Mandated Reporters and must report any suspected Child Abuse or Neglect to their direct supervisor.

Training:

- Participate in on-going training focused on trauma-informed practices and principals to earn specified certificates essential to perform duties.
- Participate in identified professional development trainings to increase skills and knowledge of trauma-informed practices and the identification and response to ACES.
- Participate in quarterly self-care trainings.

Communication/Information management:

- Act as a Club liaison to local school districts and community service agencies to provide resources and referrals to youth and families.
- Execute uncompromised confidentiality in the collection of youth & family data. Respectful analysis and reporting of Club demographics.
- Ensure all membership and attendance information is complete and accurately entered into BGCP's member management system.
- Maintain necessary documentation for DHS reports of abuse, neglect, and other instances of harm, as needed.

Safety:

- Provide guidance to Club members who need behavioral supports.
- Provide support to BGCP Staff on guidance and discipline of members, positive behavior management techniques, and additional training resources supporting positive youth development as needed.
- As a member of the FT team at a club location, facilitate weekly FT team reviews and processing sessions, review incident reports, and forward them to appropriate SR Programs Director.

Teamwork:

- Work collaboratively with BGCP Youth & Family Services Managers to enhance and advance organizational trauma-informed priorities.
- Act as a resource for staff providing appropriate/current information on at-risk children and families as well as youth guidance.
- Contribute to the implementation of Club and organization-wide special events and programming.
- Handle other duties and responsibilities as directed or deemed necessary by the Club Director, the Area Director of Youth & Family Services Officer, the Coordinator of Mental Health Services as well as designated Person In Charge at Club.

Family Engagement:

- Act as Club liaison with family members.
- Responsible for executing ongoing Family events and engagement opportunities.
- On-going communication through diverse channels to engage and inform families on Club events, programming and resources.

Position Qualifications

- Uncompromised commitment to equity and inclusion in all you do.
- Belief that all children must have equal access to high quality programs and resources.
- Leadership in an environment dedicated to safety and trauma-informed care for youth.
- Proven experience working with and providing resources to youth and their families.
- Possess the skills necessary to work with youth who have been exposed to Adverse Childhood Experiences.
- Self-motivated and able to work independently with little supervision; while able to work effectively in a team environment.
- Work been directed by evidence-based, data driven systems and results.
- A proven convener, mentor and team builder.
- A first-class communicator.
- Bilingual in English/Spanish is a plus.

Working Environment & Physical Requirements

The job's functions require the following physical demands:

While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle, or feel objects, tools or controls, reach with hands and arms, climb stairs, balance, stoop, kneel, crouch, talk or hear and occasional lifting of a minimum of 25 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. High volume of personal interaction with members, families and staff may be stressful. The noise level is usually moderate but may increase during busy periods.