



BOYS & GIRLS CLUBS
OF PORTLAND METROPOLITAN AREA

POSITION PROFILE
POSITION TITLE: TEEN PROGRAM &
EXTENSION SERVICES MANAGER
REPORTS TO: AREA DIRECTOR
CLASSIFICATION: NON EXEMPT

Position Summary:

The Teen Program Manager 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 and the successful transition of youth members into teen members. This position ensures that program initiatives are implemented and successfully executed. This position will lead the Club team in implementing a balanced teen program and activity plan on a daily and annual basis while ensuring positive measureable outcomes through fun. The TPM will be responsible for the successful execution of all extension programming including Boys & Girls Club of America programming, La Salle Scholarships, UPS Road Code, Teen Nightscapes, etc.

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, inclusion, a safety-first mindset keeping our staff and members' safety our #1 priority, and a commitment to success by achieving hard to reach goals and adapting to last minute opportunities or changing expectations. Directors of Program should be passionate about the BGCP mission and implementing fun varied program for teens to engage with the community, make plans for the future and transition into adulthood. This position works under the direction of the Area Director and collaboratively with the Director of Teen Services to enhance the delivery of first-class programming and experiences for our members. The TPM supervises part time Teen Development Professionals.

Position Responsibilities

- Directly responsible for ensuring safe and effective supervision and implementation of programs and activities are happening in the Club during all times
- Assist in the creation of an annual Club plan that balances targeted programs with a variety of drop-in teen appropriate activities in the 5 Core Program areas
- Hire, train, mentor and supervise Teen Development Associates and offer direct service through target programs, mentoring and shift coverage
- Offer a variety of target programs and extension opportunities for teens in addition to social recreation activities
- Work a varied schedule that includes some Friday and Saturday evenings
- Implement BGCP youth development philosophy of the 5 Key Elements of Youth Development to achieve BUIC in youth leading to the 3 Priority Outcome areas (defined in new employee orientation and ongoing training) using supervision, teamwork, and collaboration

- Oversee the administration of measurement instruments within the Club for reliable evaluative and outcome data and utilize the data to strengthen the Club experience
- Design and execute horizon broadening activities for youth to connect with the future and explore adulthood
- Recruit and steward community partnerships and volunteers to enhance Club programming
- Cultivate a culture of continuous learning and improvement through the use of observation, reflection and coaching
- Role model values, expectations, and exceptional youth development skills at all times
- Manage a caseload of 15 at-risk youth and track participation in teen extension programs
- Mentor youth and develop a program climate that is inclusive, equitable and culturally responsive.
- Provide guidance and discipline to youth including the development of success & safety plans
- Mediate conflict within Club programs
- Support and collaborate with the Club leadership team to promote a consistent Club experience for all youth & teens
- Manage collaborative initiatives and events within the Club as assigned by your supervisor
- Complete paperwork, reports, and updates as necessary for the efficient function of the organization
- Communicate with parents, program partners and stakeholders to ensure strong relationships and a safe Club
- Work collaboratively with all Clubs and departments within the organization to meet BGCP goals
- Possess a strong understanding and adhere to organizational policies and procedures as laid out in the employee hand book and demonstrate good judgement when unexpected situations arise

Qualifications

- Over 21 years old
- Knowledge of youth & teen development principles and practices and 3+ years of experience working with teens is preferred
- Must be a team player
- Capacity to effectively manage compassionate relationships with a diverse population/group of teens and adults
- Ability to handle multiple responsibilities simultaneously
- Strong communication skills, both oral and written
- Must possess the ability to work independently without direct supervision
- Good organization and attention to detail, professional presence, strong customer relations skills
- Successful completion of National Criminal History and Background Check
- Ability to drive and satisfactory Motor Vehicle Record as determined by BGCP is preferred
- Attributes for success in this role include patience, a sense of humor, flexibility, high energy, cultural competence