

IYG Job Posting

Job Title: Client Services Supervisor

Hours: Full time

FLSA Status: Exempt (Salaried)

Location: Indianapolis

Starting Salary rate: \$49,000.00 to \$52,000.00

Position Summary:

This position is responsible for ensuring the needs of clients and the center are met while working closely with the Sr. Director and the rest of the Client Services Team and supervises the Center and Youth Specialists.

Main Responsibilities:

- Ensure programs are being offered at IYG that encompass our mission and guiding principles and occur as scheduled
- Assess clients' needs for programming by surveying them and reviewing relevant literature pertaining to trends among LGBTQ+ young people
- Ensure the upkeep of the center by utilizing at least weekly inspections and following up as needed
- Communicate special events and new program offerings to young people
- Maintain and update the center and the client services work schedule calendars
- Coordinate with the Marketing Specialist to ensure the website is reflective of center's events and programs.
- Coordinate in kind donations and communication metric information to Director of Development
- Attend to client needs and support requests as they occur
- Facilitate groups and conduct assessments as requested
- Ensure, track and communicate incident reports so they are completed to provide case management services as needed
- Conduct intake meetings when needed
- Help identify other services for the needs of IYG young people and communicate those to the Sr. Director
- Center Coverage- help to cover or ensure coverage for 2-3 nights per week of the center until closing.
- Assist with conflict resolution when needed and assist staff in such situations.

- Work with IYG Client Council to identify and create new programs with guidance from the Sr. Director
- Assist in the recruitment of new IYG young people
- Attend tabling events when requested or needed
- Identify a facilitator or substitute host for programs as needed or reschedule and then communicate results
- Work closely with the Volunteer Specialist for the implementation of volunteers
- Supervision of center staff and MOD duties
- Coordinate with the Support Advocate Manager about changes and updates in the center
- Help to plan special events
- Other duties and projects as assigned

Reporting Structure: this person reports to the Senior Director of Client Services

Essential Requirements:

- Two years of more experience supervising others
- Experience with coordinating the schedules of others
- Must have one year or more experience working with young people
- Must have a high school diploma or GED
- Experience tracking of metrics for grant reports
- Travel may be required on occasion
- Must approach work through a racial equity lens in line with the mission of IYG
- Have knowledge of LGBTQ+ issues, safer sex, substance use, adolescent development, crisis intervention techniques, and community resources.
- Have excellent communication skills that are used regularly with all team members
- Have the ability to coordinate events as needed with others on the team.
- Able to identify needs of clients and help the team to connect them to resources
- Must be able to pass background checks.
- Must be Covid vaccinated and have proof to provide if you have not already

***We encourage people of color, transgender, and non-binary people to apply. IYG is an equal opportunity employer and welcomes everyone, including non-LGBTQ+ people, to join our team. At IYG, we are dedicated to being diverse, inclusive, and authentic.*