

Position Title: Client Services Center Supervisor

Location: Lake County, IN (with approximately 15% travel)

Reports to: Manager of Client Services

Type: Full-time

Salary Range: \$49,000 \$52,000/Year

Position Summary: The Client Services Center Supervisor for the North West Indiana IYG Center is responsible for overseeing and coordinating the delivery of programs, activities, and services to LGBTQ+ youth and young adults, ages 12-24. This role involves supervising a team of client service staff, ensuring that programs are inclusive, supportive, and responsive to the unique needs of LGBTQ+ young people. The Client Services Center Supervisor will play a key role in ensuring the center provides a safer, welcoming, and affirming environment for all young people. This position also serves as a conduit, building and maintaining key community relationships.

Key Responsibilities:

- **Supervision & Leadership:**
 - Lead and supervise a team of client service staff through regular supervision, feedback, and support.
 - Conduct performance evaluations and implement professional development plans for team members.
 - Ensure staff compliance with organizational policies and best practices for serving LGBTQ+ young people.

- **Center Management:**
 - Oversee day-to-day center operations, ensuring that all programs and activities are delivered effectively and meet the needs of LGBTQ+ young people.
 - Monitor client intake processes and ensure that all clients receive appropriate support.
 - Collaborate with the Volunteer and Client Specialist to ensure all volunteers have the requisite training, support, scheduling and communication.
 - Ensure effective implementation of client services protocols that prioritize inclusivity, cultural competence, and trauma-informed care.
 - Collaborate with staff to address any client concerns, conflicts, or crises in a timely and compassionate manner.

- **Program Development & Implementation:**
 - Oversee the design and implementation of new center programs and activities.
 - Regularly assess the effectiveness of programs and services and make recommendations for improvements.
 - Coordinate with the Engagement team to ensure key marketing materials and social media campaigns occur timely and efficiently.

- **Community Engagement & Outreach:**
 - Work closely with the Advisory Council and internal teams to create and maintain relationships with community partners and collaborators, schools, and potential donors/organizations.
 - Represent the center at community events and meetings to promote services and advocate for LGBTQ+ young people.
 - Collaborate with external organizations to enhance services, resources, and opportunities for LGBTQ+ young people.
- **Administration & Reporting:**
 - Ensure accurate and timely documentation, data collection and reporting.
 - Assist in the execution of grant funded projects and associated reporting.
 - Oversee budgetary aspects related to center planning and spending.

Qualifications:

- **Education and Experience:**
 - Associate's degree in education or health-related fields (social work, youth development or psychology) preferred.
 - Minimum of 3-5 years of experience in young people or social services, with at least 2 years in a supervisory role.
 - Experience working with LGBTQ+ young people, particularly those experiencing challenges or are in vulnerable situations.
 - Strong understanding of the unique challenges faced by LGBTQ+ youth, particularly those related to identity, mental health, and safety.
- **Skills:**
 - Strong leadership and team management skills.
 - Excellent communication and interpersonal skills, with the ability to build relationships with diverse stakeholders.
 - Knowledge of trauma-informed care, crisis intervention, and culturally competent service delivery.
 - Ability to work independently and manage multiple priorities in an autonomous environment.
 - Proficient in using client management software and Microsoft Office Suite.

Personal Attributes:

- Passionate about advocating for LGBTQ+ youth and committed to creating a supportive and inclusive environment.
- Empathetic, compassionate, and able to handle sensitive situations with care and discretion.

- A collaborative team player with a strong work ethic and a positive attitude.
- Must approach work through a racial equity lens in line with the mission of IYG.
- Must be able to pass local and federal criminal background checks, as well as a Department of Child Services background check to be eligible for employment at IYG.

Work Environment:

- The position is based at the North West Indiana IYG Center and will require 2-3 evenings per week in the center.
- The work environment is inclusive, dynamic, and focused on supporting the well-being of LGBTQ+ young people.
- This position requires travel to communities within [county and surrounding counties], in addition to 3-4 trips to the Indianapolis center annually for training and team building. A valid driver's license and reliable transportation are necessary. Required IYG travel potential, up to 15% in a month.

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.