

**Position Title: LYRIC Youth Advocate (“Case Manager”) (1 FTE)**  
**Reports to: Deputy Director**

**Organization Description**

Founded in 1988, the Lavender Youth Recreation & Information Center (LYRIC) provides supports and services to over 1,200 lesbian, gay, bisexual, transgender, queer, questioning and allied (LGBTQQA) youth (annually), 24 years old and under. LYRIC’s mission is to build community and inspire positive social change through education enhancement, career trainings, health promotion, and leadership development with LGBTQ youth, their families, and allies of all races, classes, genders, and abilities. The organization has a budget of approximately \$1.3 million and 12 full-time and 5 part-time employees.

**Position Summary**

In alignment with LYRIC’s Strategic Plan, the organization envisions (1) schools that are transformed into safe, inclusive environments where LGBTQ students can thrive and (2) a comprehensive network of community support to ensure successful progression into adulthood for Transitional Age LGBTQ Youth. The Youth Advocate (“Case Manager”) is deeply involved in working toward this vision, providing a range of culturally relevant support activities for youth within the context of their families, schools, and communities. Youth Advocates conduct one-on-one program orientations to assess interests and urgent needs of youth accessing LYRIC for the first time. Youth Advocates are responsible for case management services—including the development of individualized service plans, ongoing individual appointments with youth, and transition planning. Youth Advocates work in partnership with youth and work in collaboration with the entire LYRIC staff.

**Highly Desirable Candidate Qualifications**

1. Experience working with African American transgender young women; AND/OR
2. Experience working with monolingual Spanish- or Cantonese-speaking LGBTQ youth and their families

**Responsibilities**

1. Develop and implement case management activities that are youth-centered, informed by research, best practices and culturally relevant to LGBTQQA youth.
2. Conduct program orientations, intakes and assessments.
3. Conduct bi-weekly case management meetings with program staff and participate in bi-weekly clinical supervision.
4. Develop strength-based, social justice-centered individualized service plans in collaboration with youth and staff.
5. Coordinate and maintain regular appointments with youth accessing case management services and ensure follow through on goals.
6. Ensure successful transition of youth exiting case management services to community or other resources.
7. Maintain records of daily contacts and activities with youth.

8. Maintain an active caseload in achievement of program department goals and contract deliverables.
9. Support youth interns in the facilitation of Community Building Groups.
10. Foster regular communication with the Deputy Director and program staff to ensure up-to-date information sharing regarding individual participants and issues impacting our youth community.
11. Collaborate with program staff to support meaningful engagement of youth participants in program activities that follow Community Agreements.
12. Provide crisis intervention and conflict de-escalation as needed.
13. Build and maintain relationships with community-based service providers, youth serving agencies, and community resources.
14. Support the design and implementation of programming.
15. Develop workshops and outreach strategies.
16. Attend staff meetings as well as other organizational retreats and gatherings.
17. Support organization-wide grassroots fundraising campaigns.
18. Other duties as assigned.

## Qualifications

### Knowledge

1. Understanding of positive youth development framework, youth-adult partnership frameworks and knowledge of LGBTQQA youth issues.
2. Understanding of social justice, restorative justice and/or systems change.
3. Understanding of case management model best practices.
4. Knowledge of San Francisco and Bay Area resources, especially for LGBTQQA youth, youth of color and their families.
5. Broad and deep knowledge of LGBTQQ community and issues impacting LGBTQQA youth.
6. Fluency in Cantonese or Spanish, highly desirable.

### Experience

1. At least two years of experience providing case management, counseling, health services, family support, advocacy, educational services, or workforce development services to youth.
2. Experience with diverse models of working with youth (i.e. understanding of principles of youth development, youth-adult partnership, harm reduction, positive sexuality, HIV/STI prevention).
3. Experience working with transgender youth, young women, youth of color, youth with disabilities, young men who have sex with men (YMSM), youth living with HIV, system-engaged youth, immigrant communities, youth engaged in sex work, youth who are homeless/marginally-housed, and other historically marginalized groups.
4. Competent in working in a multiracial, multicultural, multi-gendered, and intergenerational environment.
5. Experience with data collection and reporting.
6. Experience developing effective collaborations with other agencies and communities.

### Qualities/Attributes

1. Passion for and commitment to working with LGBTQQA youth.
2. Highly positive and enthusiastic style that motivates youth and supports peers.
3. Self-motivated and able to take initiative, manage, and complete multiple projects within deadlines and within budget.
4. Excellent written/verbal communication and facilitation skills.
5. Action-oriented with excellent problem-solving skills.
6. Highly organized and able to work in a fast-paced environment.
7. Ability to seek out, encourage, and exchange appreciative as well as developmental feedback with youth, colleagues, and supervisor.
8. Ability to identify and communicate needs for support.
9. Ability to address challenges directly by de-escalating conflict and fostering mutual understanding.
10. Commitment to ongoing self-improvement and professional development.
11. Ability to work evenings and weekends as required.

### **Salary**

**\$38,000 per annum.** Position includes full coverage of medical, dental, vision, and acupuncture/chiropractic insurance for employee and children; generous holiday, vacation, sick, and personal leave; annual \$500 Health and Wellness supplement and flexible schedule to support work/life balance. Position may be eligible for deferment/cancellation of Perkins Student Loans. LYRIC prioritizes the internal promotion and development of staff members and work at LYRIC offers the ability to gain experience developing innovative new program models and opportunities for advancement in the field.

*LYRIC is an equal opportunity employer. Applications are strongly encouraged from women, people of color, immigrants, young people, lesbian, gay, bisexual, queer, transgender and genderqueer people, people living with HIV/AIDS, people with disabilities, and bilingual and bicultural people.*

### **To Apply**

To apply, please send an email to [careers@lyric.org](mailto:careers@lyric.org). Put "Youth Advocate Job" and your name in the subject line, and include as attachments:

1. Cover letter with full contact information
2. Résumé

You will be notified when your application is received. We will contact you if we wish to talk with you about the position. Due to the high volume of applications we expect to receive, we ask that you **please do not contact us** about the position, unless we have contacted you and invited you to move forward with the application process. At that time, we will be happy to answer any questions.

We will be accepting applications from 10/28/13 to 11/13/13.

*The application process will include several steps:*

1. Each applicant will be notified by email that the application was received.
2. Selected applicants may be emailed several questions and asked to provide written answers.
3. Selected applicants may then be invited to come to LYRIC for an interview with members of the Program Staff.
4. A second interview with an expanded hiring committee will be conducted as necessary.
5. An offer will be made to one applicant.

*Applications are being accepted now and the position will remain open until filled. We will post a notice on the LYRIC website ([www.lyric.org](http://www.lyric.org)) when applications are no longer being accepted for consideration. Thank you in advance for your interest in the position.*