



## Youth Services Manager

**Reports to:** Deputy Executive Director

**Location:** 657 Middlesex St, Lowell, MA 01851

**Salary/Hourly:** \$55,000 to 62,000/year

**Job Type:** Full time

### Overview/Position Summary

The Youth Service Manager (YSM) is responsible for general, day-to-day counseling/coaching services and support services at BGCGL as well as our mentoring program. The YSM will work with Club members between the ages of 8-18.

### Responsibilities/Skills and experience relevant to this position

- Coordinate mentoring program with the program team.
- Provide case management services to Club members.
- Float during program hours and develop positive relationships with Club members.
- Maintaining a safe and secure environment for youth, themselves, and other staff
- Provide crisis counseling/intervention to Club members.
- Consult with staff members about service plans/IEP/behavior plan and mentoring paperwork.
- Facilitate "Open Circle" discussion group once weekly.
- Make Club members aware of Youth Service manager's availability for one-on-one sessions.
- Facilitate support programs twice a week ( LGBTQA, Healthy Habits, Young Women group, etc).
- Portray a positive and empowering demeanor to ensure Club members will approach the counselor when needed.
- Facilitate "Youth Services meeting" and provide input and feedback on ways to approach Club members in need of support.
- Continued knowledge and awareness of potential resources for Club members and families.
- Report on services provided on a monthly basis for grant reporting purposes.
- Coordinate monthly in-service training provided to staff (i.e. Conflict management, Motivational interviewing, and Social-Emotional Learning, etc)
- Participate in weekly staff meetings.
- Coordinate trauma-informed practices throughout the Club.
- Coordinate and support the annual Dance for Peace event.
- Lead the organization in trauma-informed and restorative practices.
- Coordinate BGCGL parent council.
- Participate in the safety assessment process.
- Complete required paperwork and reporting.
- Provide staff coverage as needed.
- Performs other related duties assigned by the Deputy Executive Director.

### Qualifications

- Master's degree, preferably in Social Work ( will provide clinical supervision for accreditation)
- Bilingual preferred
- Must be able to function independently and have flexibility, personal integrity, and the ability to work

effectively with Club members, staff, and support agencies

- Must support Club Values: Commitment, Excellence, Fun, Integrity, Teamwork
- Organizational Skills/Communication Skills
- Ability to build relationships
- Sense of Humor/ Team Player
- Experience working with teens preferred
- Valid driver's license and a reliable vehicle

**Benefits:**

- Medical, STD/LTD, Life Insurance, Training, etc. – for a full list of benefits, please see our website.
- Flexible work schedule and work ( 9:00pm to 5:00pm, 10:00pm to 6:00pm, 12:00pm to 8:00pm) *At least two nights a week 12-8.*
- Values and mission driven organization with emphasis on teamwork, fun, integrity, commitment and excellence.
- Interaction with a positive, community minded team, along with amazing young people.

**How to respond**

Please submit your cover letter and resume to the Deputy Executive Director at [jcrivera@lbgc.org](mailto:jcrivera@lbgc.org).

**Our Hiring Process and Timeline**

- We will review the applications on a rolling basis until the position is filled.
- We will conduct short phone interviews and begin in-person (or video) interviews on 3/3/25.
- We would like to have selected the candidate by 4/1/25.

**Equity Statement**

The Boys & Girls Club of Greater Lowell is committed to fostering a diverse and inclusive workplace. We are dedicated to hiring employees who reflect the communities we serve, including women, people of color, LGBTQIA+ individuals, and people with disabilities. Boys & Girls Club of Greater Lowell will provide accommodations in all aspects of the hiring process. If you require an accommodation, we will work with you to meet your needs.

Boys & Girls Club of Greater Lowell is an Equal Opportunity Employer. People of color, especially those from Lowell, are strongly encouraged to apply.

**Disclaimer**

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job. All offers of employment are contingent on results of a reference and background check.