



Youth Services Manager

Reports to: Deputy Executive Director

Location: 657 Middlesex St, Lowell, MA 01851

Salary/Hourly: \$ 55,000 to \$ 80,000/year (*Salary is dependent on experience and licensure*)

Job Type: Full time

Overview/Position Summary

The Youth Services Manager (YSM) is responsible for providing day-to-day counseling and coaching services, as well as support services at BGCGL. Additionally, the YSM oversees our mentoring program. This position involves working with Club members aged 8 to 18 and serving as a resource for staff on mental health-related topics.

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 cross-organization mental health consortium
- 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 or Mental Counseling (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 understand and 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
- Authorized to work in the U.S.
- MA or NH driver's license and a good standing driving record with a reliable vehicle
- Ability to work in an environment with loud noises
- All staff are required to undergo training, which includes but is not limited to topics related to safety, emergency response and child abuse prevention

Benefits:

- Paid time off, Medical, STD/LTD, Employee Assistance Program, Life Insurance, Retirement plan with employer contribution, Professional Development.
- Variable work schedule (9:00pm to 5:00pm, 10:00pm to 6:00pm, 12:00pm to 8:00pm) *At least two days a week 12-8 required.*
- 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.

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 8/5/25.
- We would like to have selected the candidate by 8/18/25 or 8/25/2025

Equity Statement

The Boys & Girls Club of Greater Lowell is committed to fostering a safe and inclusive workplace, with staff and volunteers who can help us achieve our vision of ending generational poverty. We continue to prioritize candidates who possess the skills and experience necessary to serve our youth effectively. Candidates should reflect our organizational values of commitment, excellence, fun, integrity and teamwork.

The Boys & Girls Club of Greater Lowell is an Equal Opportunity Employer. We strongly encourage candidates from all backgrounds to apply. The Boys & Girls Club of Greater Lowell will provide reasonable accommodations in the hiring process.

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,

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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.