



QUEERSPACE collective
Program Manager – St Cloud
Job Description

Organization: QUEERSPACE collective

Position Title: Program Manager – St Cloud

Position Type: Full Time

To apply: Candidates should submit a resume and cover letter explaining why you would like to be considered for this position to hr@queerspacecollective.org. Please include the position title in the subject line of your email.

Applications due: December 31, 2022. Interviews will be scheduled as applications are received.

Organizational Overview:

QUEERSPACE collective works with LGBTQ+ youth, the broader LGBTQ+ community and local organizations to create a strengthened support network and safer spaces for LGBTQ+ youth. QUEERSPACE collective activities include: 1) supporting LGBTQ+ youth through an intergenerational mentorship program focused on building healthy relationships, education and career pathing, and increasing self-esteem 2) providing community events to increase a sense of support, belonging, cultural identity and pride and 3) providing LGBTQ+ inclusivity training and consulting to corporations and other youth serving organizations to create space for LGBTQ+ to feel safe and empowered to be their true selves.

QUEERSPACE hangouts, QUEERSPACE collective's intergenerational LGBTQ+ mentorship program, is the only LGBTQ+ mentor program in MN and one of only five queer youth mentoring programs across the country. Only founded in April 2021, **QUEERSPACE collective is rapidly growing and seeks to hire a full-time program manager to support mentoring and programmatic activities.**

Position:

The Program Manager – St Cloud is a new position and is essential to creating a strong foundation for existing programming and future growth. The Program Manager – St Cloud leverages the *Elements of Effective Practice for Mentoring*, and QUEERSPACE collective policies and procedures to help cultivate meaningful mentor/mentee relationships. The Program Manager – St Cloud, reporting to the Executive Director, is responsible for providing support and guidance to a caseload of mentors/matches, assessing progress of the match relationship, leading program evaluation efforts, organizing and leading community enrichment activities, and organizing and facilitating caregiver and mentor trainings in collaboration with the Twin Cities based program team. This position requires local travel, travel to Mpls 1-2 times per month and attendance at events/activities on occasional evenings and/or weekends.

Responsibilities:

Mentoring Match and Youth Support

- Develop expert knowledge of QUEERSPACE collective services, policies and procedures, in order effectively manage a caseload of mentee-mentor matches
- Onboard mentors and mentees through the following activities;
 - Conduct in-person youth and family intakes
 - Review and enter referrals
 - Schedule meetings with families
 - Host mentee orientations
 - Conduct mentor intakes
 - Review and enter applications
 - Schedule and participate in mentor interviews
 - Complete collection of background checks and mentor pre-match materials
 - Host in-person match and closing meetings with the mentor, mentee and family
- Facilitate ongoing mentor training including:
 - A 3-hour live mentor orientation training for mentor applicants at least six times per year
 - Assist with continuing education trainings for mentors on specific mentoring and LGBTQ+ topics
- Plan and host monthly QUEERSPACE hangout events
- Ensure program quality related to matching, monitoring, supporting and closing or transitioning the relationship between the mentor and mentee
- Proactively communicate with key stakeholders relevant to the mentoring relationship, including but not limited to: the mentor, mentee, youth's social worker or therapist, parent/guardian/caregiver
- Serve as a resource-broker for youth and mentors in need of additional services
- Mediate and resolve challenges within mentoring relationship
- Manage, enter and track mentor, mentee and mentorship match data

Mentor and Youth Recruitment

- Develop and maintain strong relationships with local youth organizations, community partners and resource groups to grow the pool of mentee referrals and mentor applicants
- Participate in conferences and networking events to obtain mentee referral and mentor applicants and share about the successes and learnings of LGBTQ+ mentoring

Administrative Duties and Teamwork

- Collect and enter ongoing match information and evaluation data into mentoring database
- Collect and enter efforts to support mentors, mentees and matches into mentoring database
- Collect, upload and update mentoring files
- Attend monthly program committee meetings and collaborate with the committee to develop program best practices

Additional duties as assigned

Education and Experience:

- Bachelor's degree and 5+ years relevant experience OR associate degree and 7+ years relevant experience working in youth development, mentoring or similar experience
- Training in youth development, harm reduction, and/or trauma informed care
- Strong track record of meeting and exceeding organizational and personal goals and objectives.

Competencies and Attributes:

- Ability to work independently and enjoys working in a new, fluid and evolving organization
- Effective planning, organizational, and time management skills and keen attention to detail
- Strong interpersonal, oral and written communication skills
- Ability to work effectively with and relate to diverse populations
- High level of personal and professional integrity, and ability to maintain confidentiality and data privacy
- Critical thinker and creative and decisive problem solver driven to success and making a difference
- Computer application proficiency, including Microsoft Outlook, Word, and Excel
- An intimate understanding of issues impacting the LGBTQ+ community combined with a passion for and commitment to QUEERSPACE collective's mission and vision.

Other Requirements:

- Ability to work limited evenings and weekends.
- Ability to meet physical demands of the job. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit, stand, bend, twist, kneel, and communicate. The employee must regularly lift and/or move up to 40 pounds.

Other Requirements:

- Clean driving record, reliable vehicle (with insurance) and ability to pass a criminal background check
- Ability to meet physical demands of the job. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit, stand, bend, twist, kneel, and communicate. The employee must regularly lift and/or move up to 40 pounds.

Compensation:

Salary: \$55,000

Benefits: Health and Dental Insurance, \$25 Cell Phone Stipend, 20 days PTO + 11 days Holiday, 401K match

Location:

QUEERSPACE collective offers a flexible work environment with this position based in St Cloud, MN and virtual. This position will require some weekend and evening hours, as well as local travel.

Other Information:

QUEERSPACE collective is an Equal Opportunity Employer and serves a diverse group of individuals with respect to race, ethnicity, gender identity, sexual orientation, socio-economic status, nationality, and religion. We are committed to the principle of equity and are particularly interested in receiving applications from a broad spectrum of individuals.

If you meet some of the qualifications above, we encourage you to apply or to reach out for more information.

We know groups subjected to systemic oppression– including people of color, women, people from working class backgrounds, and people who identify as LGBTQIA+ – are less likely to apply unless and until they meet every requirement. Therefore, we strongly encourage applications from people with these identities or who are members of other communities which are marginalized.

Disclaimer. This job description is meant to describe the general nature and level of work to be performed in this job and is not intended to be inclusive of all the assigned functions, responsibilities, or aspects of the job.

QUEERSPACE collective may at its sole discretion amend this job description at any time with or without notice.