

Position Title: Client Support

Location: Lake County, IN, (with approximately 5% travel)

Reports to: Client Services Center Supervisor

Type: Part-time (30 hours/week)

Salary Range: \$32,000 - \$34,000/year

Position Summary: Client Support for the IYG NWI Center is responsible for providing guidance, support, supervision and resources for LGBTQ+ youth and young adults, ages 12-24. This role involves supervising youth and young adults during center drop-in hours, creating programs that are inclusive, supportive, and responsive to the unique needs of LGBTQ+ young people. The Client Support staff will play a key role in ensuring the center provides a safer, welcoming, and affirming environment for all young people.

Key Responsibilities:

- **Center Operations (50%):**
 - Assist in the planning and execution of programs and events tailored to the needs of LGBTQ+ young people.
 - Execute day-to-day center operations, maintenance and communicate needs to supervisor.
 - Assist with volunteer support, training, and communication.
- **Community Awareness (25%):**
 - Stay informed about the specific challenges and barriers faced by LGBTQ+ young people within the local community.
 - Advocate for young people's needs and contribute to developing strategies to address these needs.
 - Support relationships with local organizations, schools, and community leaders to promote the center's resources and programs.
- **Resource Navigation (20%):**
 - Provide young people with relevant resources and referrals both internally and externally, including mental health support, educational opportunities, and social services.
- **Documentation and Reporting (5%):**
 - Maintain accurate records and data collection.
 - Provide supervisors with regular reports on young people, volunteers, and community partners.

Relationships:

- **Reports to:** Client Services Center Supervisor
- **Direct or Dotted Line Reports:** None
- **Collaborative Relationships:**
 - Operations Department
 - Support Advocacy Department

Qualifications:

- **Education & Experience:**
 - Associate's degree in education or health-related fields (social work, youth development or psychology) preferred.
 - Minimum of 2-3 years of experience working with young people (ages 12-24).
 - Experience working with LGBTQ+ young people, particularly those experiencing challenges or are in vulnerable situations.
 - Ability to work independently and manage multiple priorities in an autonomous environment.
 - Proficient in using client management software and Microsoft Office Suite.
- **Skills:**
 - Strong communication and interpersonal skills.
 - Ability to build rapport with diverse populations and navigate sensitive topics with empathy and respect.
 - Knowledge of trauma-informed care, crisis intervention, and culturally competent service delivery preferred.
 - Ability to work flexible hours, including some evenings and weekends, to accommodate outreach activities and program events.

Personal Attributes:

- Passionate about advocating for LGBTQ+ people 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.
- Deep commitment to IYG's mission and values.

Work Environment:

- The position is based at the [IYG Location] Center and will require 2-3 evenings per week in the center.

- 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.
- The role involves both independent work and collaboration with the center's team. A commitment to creating an inclusive and supportive environment for LGBTQ+ young people is essential.

****If you meet the above requirements, please turn in a resume to Rann or Stacy at IYGCareers@IYG.org and indicate the job you are applying for at the time. Cover letter emails are welcome as well.**

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.