

IYG

Job Posting:

Posting Dates: 03/14/25-03/21/25

Position Title: Client Support Specialist

Location: Indianapolis, IN, (with approximately 5% travel)

Reports to: Client Services Center Supervisor

Type: Full-Time, Hourly (40 hours a week)

Hourly rate: \$21.75-\$22.11 per hour

Position Summary: Client Support for the IYG Indianapolis 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 environments for all young people.

Key Responsibilities:

- Center Operations (50%):
 - o Assist in the planning and execution of programs and events tailored to the needs of LGBTQ+ young people.
 - o Execute day-to-day center operations, maintenance and communication needs to supervisor.
 - o Assist with volunteer support, training, and communication.
- Community Awareness (25%):
 - o Stay informed about the specific challenges and barriers faced by LGBTQ+ young people within the local community.
 - o Advocate for young people's needs and contribute to developing strategies to address these needs.
 - o Support relationships with local organizations, schools, and community

leaders to promote the center's resources and programs.

- Resource Navigation (20%):

- o 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%):

- o Maintain accurate records and data collection.
- o Provide supervisors with regular reports on young people, volunteers, and community partners.

Relationships:

Reports to: Client Services Center Supervisor

Collaborative Relationships:

- Operations Department
- Mental Health Therapy
- Support Advocacy Department

Requirements:

- o Associate's degree in education or health-related fields (social work, youth development or psychology) preferred.
- o Minimum of 1-3 years of experience working with young people (ages 12-24).
- o Experience working with LGBTQ+ young people, particularly those experiencing challenges or are in vulnerable situations.
- o Ability to work independently and manage multiple priorities in an autonomous environment.
- o Proficient in using client management software and Microsoft Office Suite.
- o Strong communication and interpersonal skills.
- o Ability to build rapport with diverse populations and navigate sensitive topics with empathy and respect.
- o Knowledge of trauma-informed care, crisis intervention, and culturally competent service delivery preferred.

o Ability to work flexible hours, including some evenings and weekends, to accommodate outreach activities and program events.

- 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 Indianapolis center and **will require** several evenings per week worked in person in the center.
- This position requires travel to communities within the same county and surrounding counties. A valid driver's license and reliable transportation are necessary. Required IYG travel potential, up to 5% 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 are essential.

Other:

- You must pass all the required background checks including fingerprinting.

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

****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.**