

## Job Posting: Support Services Manager

The Youth Project is a youth driven, non-profit, charitable organization dedicated to providing services, support and education to youth around issues of sexual orientation and gender identity. Support Services are one of the key service areas in working towards our mission to make Nova Scotia a safer, healthier, and happier place for LGBTQ2+ youth.

**Job Title:** Support Services Manager

**Reporting to:** Executive Director

**Position Mandate:** The Youth Project seeks to provide networks of support for LGBTQ2+ youth in Nova Scotia. These networks include individual counselling, social support groups, peer supports, GSAs and partnerships with other supportive organizations. The Support Services Manager has primary responsibility for overseeing support services offered by The Youth Project.

### Primary responsibilities:

- Ensure support services offered are responsive to the needs of the youth we serve and contribute to meeting the mission of The Youth Project.
- Manage staff responsible for social support programming, community engagement, GSA supports and special projects with a support focus. (Currently 2 ½ positions).
- Provide supportive counselling directly to youth and families in a manner that is affirming of self-identity around sexual orientation and gender identity. Counselling may be in person, via phone or other appropriate telecommunications technology.
  - Assess and refer youth to appropriate resources where possible.
- Maintain or develop catalogues of resources to share with youth or families as required.
- Build connections and partnerships with other organizations or providers to strengthen the networks of support for LGBTQ2+ youth.
  - Participate on committees representing The Youth Project in providing LGBTQ2+ perspectives within broader support initiatives or environments.
  - Provide advice and training to people in positions where they support LGBTQ2+ youth.
- Provide consultation to other Youth Project programs, such as Education and the Cape Breton office regarding counselling and support services to Youth Project program participants.
- Prepare funding proposals for projects within the positions area of responsibility and guide effective evaluation of projects.
- Oversee monthly statistical record keeping amongst direct reports and prepare reports for the E.D. and Board.
- Be present and available for youth counselling and support during Youth Project summer camps.
- Complete special assignments as required, e.g. participating in special events, planning and conducting professional development or stepping in for other staff as needed.

### **Knowledge, Skills, Education and Experience**

- Minimum of an undergraduate degree in a related field such as social work, education, counselling or social sciences.
- Minimum of two years supervisory experience with proven ability to recruit, train, supervise, and support staff.
- Minimum of two years counselling experience, including experience working with diverse communities including lesbian, gay, bisexual, transgender, queer and two spirit populations.
- Equivalent combinations of education and experience may be considered.
- Demonstrated understanding of heterosexism, cissexism and other oppressions and how they impact individuals, families and communities.
- Knowledge of harm reduction and trauma informed care.
- Excellent group facilitation skills, conflict resolution and interpersonal skills.
- Excellent written and oral communication skills.
- Experience writing, implementing and managing successful program funding agreements.
- Demonstrated ability to work independently and as part of a multi-disciplinary team.

**Working conditions:** Staff hours are generally 9.30am to 5.00pm. Must be willing to work flexible hours to accommodate evening or weekend hours required for programming. The Youth Project offers access to health, dental and employee assistance plan benefits.

Salary range: \$40,000 to \$46,000 per year.

As an organization serving youth dealing with issues of sexual orientation and gender identity, the Youth Project recognizes and values lived experiences of oppression and discrimination. If you are black, indigenous, a person of colour, an ethnic or religious minority or a member of other groups facing discrimination, who also identifies as a member of the LGBTQ2+ community, we encourage you to include this in your application.

Please submit a cover letter and resume to the attention of:

Kate Shewan, Executive Director  
The Youth Project,  
2281 Brunswick Street,  
Halifax, NS B3K 2Y9

[jobs@youthproject.ns.ca](mailto:jobs@youthproject.ns.ca)

Application deadline: January 3rd, 2019