



<b>Position:</b>	<b>Program Coordinator</b>
<b>Program:</b>	<b>Social Networking Groups – Cultural Arts &amp; Education</b>
<b>Reports to:</b>	<b>Director of Cultural Arts &amp; Education</b>
<b>Salary:</b>	<b>\$18.00/ hour</b>
<b>Status:</b>	<b>100%, Full-Time, Non-Exempt, Union</b>
<b>Probation:</b>	<b>90 days</b>
<b>Benefits:</b>	<b>Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403B retirement plan</b>

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#### **JOB SUMMARY:**

Oversee manage all aspects of the Los Angeles LGBT Center's (Center) Social Networking Groups Program, which includes addressing group issues and managing a large team of volunteers, who facilitate the Center's four official social networking groups, two formal coming out workshops and act as point person for two peer-led social community groups.

#### **ESSENTIAL FUNCTIONS:**

- 1) Facilitate groups as needed/required;
- 2) Manage and address all issues related to the following groups: *Bi-osphere*, *HERstory*, *Men's Speakeasy*, *Transgender Perceptions* and two *Coming Out Workshops* (for Women and for Men);
- 3) Provide leadership for a team of 30+ volunteer facilitators who present all groups;
- 4) Conduct all coming out client in-take/coaching sessions (by phone) and manage all client records;
- 5) Program and lead monthly facilitator meetings and expanded training sessions;
- 6) Maintain the facilitators online scheduling and reporting website;
- 7) Address and enforce all participant-related issues (enforce adherence to group guidelines and program policies, manage and resolve disciplinary issues, etc.);
- 8) Address and resolve any/all volunteer facilitator issues;
- 9) Establish standards and guidelines for facilitators to provide coming out program services;
- 10) Develop and produce all group and facilitator related resources;
- 11) Build collaborations with other Center programs;
- 12) Recruit and train new volunteers;

#### **JOB QUALIFICATIONS AND EXPERIENCE:**

- 1) Experience working with the LGBT community and familiarity with issues of particular relevance to LGBT people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBT people.
- 3) Minimum 4 years of experience in public service, staff management and/or related setting;
- 4) Strong group facilitation and coaching skills;
- 5) Knowledge and experience with trouble-shooting and conflict resolution;
- 6) Comfortable playing a strong leadership role;
- 7) Excellent verbal, written, time management, interpersonal, research and computer skills (*Microsoft Word*, *Publisher*, *FileMaker Pro* preferred) (*FileMaker Pro* Development a plus);
- 8) Strong one-on-one communication, public speaking and writing skills;
- 9) Communicates tactfully with diverse audiences, bilingual a plus (Spanish/English preferred);
- 10) Flexibility to work evenings and weekends;
- 11) Demonstrated ability to manage multiple tasks under pressure in a fast-paced environment;
- 12) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment;

E-mail **cover letter** and **resume** as an attachment to [jobs@lalgbtcenter.org](mailto:jobs@lalgbtcenter.org)

website: [www.lalgbtcenter.org](http://www.lalgbtcenter.org)

Or submit a **cover letter** with **application/resume** to:

Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.