



OUT MetroWest Job Posting Program and Outreach Manager Full-Time, Hybrid

Contact: Lily Pearl (she/her), Program and Education Manager

Email: lily.pearl@outmetrowest.org

Website: www.outmetrowest.org

Facebook and Instagram: @outmetrowest

Mission: OUT MetroWest builds communities where LGBTQ+ youth thrive.

Organizational Values:

- Affirming LGBTQ+ identities through positive role modeling.
- Challenging ableism, classism, misogyny, racism, and other systems of oppression.
- Creating supportive spaces where LGBTQ+ youth can be themselves.
- Respecting, embracing, and celebrating diversity.
- Treating people with care and compassion.

Position Description

The full-time Program and Outreach Manager (POM) works in tandem with the Program and Education Manager (PEM) to manage the day-to-day planning and implementation of our social and educational youth programs. The POM also participates in outreach activities that promote OUT MetroWest's programs to LGBTQ+ youth from diverse backgrounds and locations across the MetroWest region. Reporting to the Executive Director, this person plans and implements programs and outreach efforts that best serve the organization's mission.

The Program and Outreach Manager ensures that our youth programs reflect the values to which we are committed as an organization. This includes (but is not limited to) meaningfully integrating different perspectives and experiences into program content, recruiting and retaining a team of Peer Leaders who represent a range of identities and backgrounds, examining our programs for the influence of bias and making shifts to be more inclusive, and collaborating with partners in the community who help OUT MetroWest to embody these values. Additionally, this person implements the mission of OUT MetroWest by leading program-related outreach activities. The POM will work with organizations and represent the organization at events that align with our organizational values and help to achieve our goal of serving youth from a truly diverse range of backgrounds and experiences (including, but not limited to, racial identity, gender identity, ability, economic status, housing status, etc.).

The Program and Outreach Manager works out of our headquarters in Framingham, with occasional work at additional outreach and/or satellite program sites throughout the MetroWest region. Essential functions of this position include a combination each day of working at a computer, communicating via phone or email, attending meetings and programs (both virtually and in-person), and coordinating the set-up for youth programs and outreach events.

To learn more about the history of OUT MetroWest, visit here: [Mission, Values, and History - OUT MetroWest](#)

To learn more about our commitment to racial justice, visit here: [Commitment to Racial Justice - OUT MetroWest](#)

To learn more about the team you'd be joining visit here: [Our Team - OUT MetroWest](#)

Primary Responsibilities:

- Work with the PEM to oversee the planning of OUT MetroWest's social and educational youth programs. Specifically, the POM will be responsible for the planning and implementation of Prism and Umbrella.
- Regularly attend OUT MetroWest's youth programs to provide leadership, facilitation, and/or program support. This requires frequent evening and occasional weekend hours.
- Hire, supervise, support, and evaluate a team of Peer Leaders. Coordinate trainings and regular meetings for Peer Leaders. Process monthly invoicing for Peer Leaders and complete required regular reporting to funder.
- Serve as liaison between OUT MetroWest program staff and contracted mental health clinician around topics of

scheduling, meetings, and crisis response.

- Update programs and community events calendar.
- Respond in a timely manner to all program-related questions that are received via info@ email and OUT MetroWest social media sites.
- Manage crisis situations that occur during programs where the POM is the staff representative, and conduct appropriate follow-up.
- Work to advance OUT MetroWest's diversity, equity, and inclusion goals and initiatives.
- Communicate with parents/caregivers about programs, as required.
- Work with other OUT MetroWest staff to develop an outreach plan to raise awareness of OUT MetroWest among youth, families, and partners
- In coordination with the Development and Communications Manager:
 - Represent the organization/programs at community events
 - Maintain positive relationships with community partners and represent OUT MetroWest on community-based committees, panels, etc., as relevant
 - Support outreach efforts including emails, mailings, flyering, and social media
- Manage the moving and transporting of supplies weighing up to 25 pounds to program and outreach sites.

Shared Responsibilities with the Programs and Education Manager:

- Plan trainings and/or retreats for Adult Advisors and Peer Leaders
- Maintain updated policies, procedures, and manuals related to OUT MetroWest programs
- Work with ED to develop both short- and long-term goals for the programs, ensuring that program content and growth align with the organization's strategic plan, mission, and organizational values
- Ensure the consistent collection of program-related information such as attendance and evaluation. Each Program Manager is responsible for recording attendance for programs that fall within their purview.
- Maintain up-to-date and accurate records of program-related expenses. Submit financial reports related to reimbursements and grant funding for programs, as needed.
- Report program data related to attendance, budget, content, etc. to ED as requested
- Maintain inventory of programming supplies.

You are a good fit for the position if many of the following are true about you:

- Competency in LGBTQ+ issues, with explicit understanding of gender identity and expression
- Previous experience working with LGBTQ+ youth and groups of youth
- Demonstrated commitment to OUT MetroWest's value of challenging ableism, classism, misogyny, racism, and other systems of oppression; willingness to continue to learn and grow in this work
- Experience creating and facilitating educational programs
- Experience managing a complex process or project
- Ability to both provide and receive constructive criticism, to/from a wide variety of people
- Comfort reaching out to and speaking with new potential partners and community members
- Understanding of effective team-building
- Comfort and confidence navigating difficult conversations (with colleagues, youth, parents/caregivers, etc.)
- Understanding of social-emotional development and youth empowerment
- Detail-oriented with good organizational skills; ability to balance and set priorities, and work independently; deadline-driven with proven ability to follow through
- Ability to respond appropriately to crisis situations, when they arise
- Excellent interpersonal and communication skills; emotional maturity
- Ability to adapt when circumstances require a change in plans
- A background in or experience with education, social work, therapy, or community/non-profit service
- Proficiency in Spanish and/or Portuguese (programming is currently in English)
- Because the POM will be the staff person responsible for Umbrella (our program for trans/non-binary high school youth), special consideration will be given to trans/non-binary-identified candidates.

Additional Responsibilities:

- Assist with fundraising efforts to support and showcase programs.
- Actively contribute to the organization's strategic planning process.

- Support the PEM by helping with education sessions
- Pursue professional development related to LGBTQ+ youth, group facilitation, leadership, and associated topics.
- Other tasks as requested.

Must have satisfactory SORI and MA State CORI background checks. Driver's License and access to reliable transportation required (to transport outreach materials between sites).

Compensation:

Salary: \$60,000

Benefits: Professional development budget (\$1,000/year), generous paid time off (including health, vacation, personal, and organizational holidays, and a paid office closure the first week of July), flexible scheduling, health care reimbursement up to \$3,675.

To Apply:

Please complete the application form at <https://tinyurl.com/workatoutmetrowest> (select "Program and Outreach Manager" in the drop-down menu). Note the application asks for the following:

- A personal statement--In no more than 500 words, please share why you are interested in this position and how you believe you meet the qualifications. Responses of any word count of 500 or less will receive equal consideration.
- For applicants to either 1) upload a resume or list of relevant experiences OR 2) provide a LinkedIn profile url

OUT MetroWest is an equal opportunity employer and actively seeks candidates from diverse backgrounds including Black, Indigenous, People of Color and the LGBTQ+ community. We actively work toward an anti-racist community that recognizes and aims to address the negative impacts of white supremacy.

Search Timeline (subject to change):

- Initial screens/conversations to start mid-June
- Interviews with search committee, late June
- Visits to youth programs and final conversations, 2nd and 3rd weeks of July
- Offer extended no later than July 21
- Goal start date is Monday, August 14

Please contact Lily Pearl (she/her), at lily.pearl@outmetrowest.org with any questions. No need for formality, please address your message to Lily.