



Program Manager - Career

The LGBTQ Center of Durham's vision is to create a community where all LGBTQ+ lived experiences are affirmed, supported, and celebrated.

The LGBTQ Center of Durham supports LGBTQ+ people through services, programming, resources, and support networks that center their wellbeing and allows them to thrive.

Core programs include Project FAM, GRASP, LGBTQ+ Youth Center, a re-centered Pride, and other gender inclusive support programs. Located in downtown Durham, North Carolina, the Center has a staff of nine, a nine-member Board of Directors and an annual operating budget of approximately \$1,000,000+.

Job Description

POSITION OVERVIEW:

The Program Manager works to help unemployed jobseekers with a particular emphasis on jobseekers that are 50 years and older to build the skills and confidence they need to compete for in-demand jobs in North Carolina.

The Program Manager provides individual support to help job candidates target their job search, create a job search plan, conduct employer research, update their personal marketing tools (resumes, LinkedIn Page, cover letters, etc.), network in their community/industry, submit job applications, prepare for job interviews, consider job offers, and successfully transition to a new job.

To be successful as the Program Manager, you should be committed to helping QTBIPOC and older job candidates to achieve their employment-related objectives. Ultimately, an outstanding Program Manager should be able to build rapport with older workers; with Queer or Trans workers; work closely with the team; demonstrate excellent organizational skills; and understand how to access labor market information to help candidates target in-demand jobs in North Carolina communities.

This position reports to the Executive Director and Deputy Director.

RESPONSIBILITIES:

Responsibilities:

- Manage the AARP BACK TO WORK 50+ Program at the LGBTQ Center of Durham including weekly funder calls.
- Schedule and facilitate cohort coaching sessions online, over the phone, in-person, local and state wide to help job candidates overcome job search-related challenges.
- Help candidates identify job targets based on their skills, qualifications, interests, and experience.
- Assist with resume development and revisions- using techniques for workers with a range in length of experiences.
- Maintain accurate records of candidates' progress.
- Use labor marketing information and employer research to help candidates identify possible job opportunities.
- Teach 50+ candidates to use online-job search tools, employer application systems, and local job boards.
- Coach candidates on how to organize their job search, make a plan, and reach their job search goals.

THIS IS A GRANT-FUNDED, TIME-LIMITED POSITION WITH A LIKELIHOOD OF RENEWAL. NO GRANT FUNDING IS EVER GUARANTEED. FUNDED THROUGH 2023.

Qualifications

REQUIRED QUALIFICATIONS:

- Experience working in a collaborative setting; program management and development
- Personal qualities of integrity, credibility, creativity, and a commitment to and passion for the organization's mission; personable under pressure, able to problem solve and able to work with diverse constituencies.
- Excellent verbal and written communication skills
- Must be organized, self-starting, results-oriented; able to work under pressure and complete multiple tasks simultaneously.

- Competency in supporting LGBTQ+ community members with Professional development and job readiness/economic support
- Sound knowledge of different jobs and career paths in North Carolina.
- Commitment to and knowledge of the greater Durham queer and trans communities and an understanding of issues affecting the Durham LGBTQ+ community; with strong anti-oppressive/anti-racism lens.
- Minimum 3 years nonprofit, higher education, or public service experience; with 2 of these years of program and/or volunteer management experience.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in education, social work, or closely related field
- Evening and weekend availability
- Bilingual (English/Spanish preferred but not required).

Position Benefits

Depending on education and experience, mid \$50's per year. Benefits include employer paid healthcare, generous personal time off and paid holidays.

THIS IS A GRANT-FUNDED, TIME-LIMITED POSITION WITH A LIKELIHOOD OF RENEWAL. NO GRANT FUNDING IS EVER GUARANTEED. FUNDED THROUGH 2023.