Join our Growing Team!

**Summary:**
Brooklyn Community Pride Center is seeking a full-time program manager to join our energetic team. The program manager reports to the director of programs and collaborates with other center staff as appropriate.

The Brooklyn Center is the only LGBTQ+ community center in Brooklyn and is fast becoming the borough’s premier network of programs and services for the LGBTQ+ community and our allies. Across the spectrum from young people to elders, the Brooklyn Center enables our community to actively participate in positive, life-affirming activities. We offer a distinctive choice for residents of New York City’s largest borough to celebrate, heal, learn, create, organize, relax, socialize, and play.

The organization is rapidly growing and will expand from 3,100 square feet of space at Restoration Plaza (Bedford-Stuyvesant) to an additional 4,232 square feet at the Bedford-Union Armory (Crown Heights) in 2020/2021 with continued expansion through 2025. Remote and mobile work is possible until our expansion into the Armory.

The program manager is responsible for developing, implementing, managing, and supporting new and existing programs and services of the Center. The ideal candidate will thrive in a creative, fast-paced, entrepreneurial environment. This is an exciting opportunity to join the team of one of New York City’s fastest growing LGBTQ+ organizations!

**Scope of Duties**

- Work with the director of programs and other program manager(s) to support program development, implementation, and management in line with the Center’s 2025 Strategic Vision Framework and program priorities, which include social isolation, workforce development, immigration, health and wellness, and housing.
- Provide input and expertise in program expansion and buildout, with a particular focus on workforce and youth development.
- Design new programmatic initiatives and propose plans for implementation, incorporating meaningful community input into all aspects of program design, implementation, and evaluation.
- Supervise interns and volunteers who support the delivery of services to visitors and program participants. Over time, supervision duties may evolve to include part- or full-time staff.
- Draft content and language for the website, social media, reports, and other publications related to programs and services.
- Actively recruit participants for services and events.
- Support the coordination and expansion of current programming, particularly the Pride Path workforce development program. This includes supporting planning, outreach and recruitment, intake and enrollment, service delivery, service follow up and outcomes-tracking, partner relationship management, program evaluation, and administrative duties.
Program Manager Position Description

• Develop internship host sites and employer relationships for part- or full-time job placements. Manage these relationships on an ongoing basis by supporting program participation, monitoring and driving progress, and facilitating regular check-in meetings with employers.
• Develop partnerships for training programs, events, and activities that meet the needs of Brooklyn’s LGBTQ+ community in all its diversity.
• Collaboratively coach and facilitate learning opportunities for youth and employers to support their success in the Pride Path program.
• Assist with coordination and execution of events, including events that recognize participant success.
• Collaborate on reports to funders and the drafting of public-facing language related to the programs and services portfolio.
• Ensure that all pertinent data is updated in various tracking systems, including CRM, Google sheets, Survey Monkey, and similar systems.
• Assist with administrative duties and cover reception on an as-needed basis.
• Other duties as assigned.

Primary Qualifications

• Three to five years of experience in nonprofit program management or coordination or comparable, preferably in the LGBTQ+ community.
• Program development and evaluation (formative and summative) experience required.
• Program design experience desired but not required.
• Proficient in MS Office, social media, and data management systems.

Characteristics

• Flexible, collaborative, and attentive to detail.
• Ability to rapidly pivot while remaining calm.
• Self-starter with a track record of achieving ambitious goals and targets.
• Excellent emotional intelligence with exceptional ability to connect, engage, and gain trust with the individuals served through the Center.
• Excellent oral and written communication skills; an active listener.
• Knowledge of and commitment to addressing the issues and challenges faced by LGBTQ+ individuals, especially those who are people of color, who live with disabilities, and who possess other marginalized identities.
• Experience in nonprofit program management, preferably serving the LGBTQ+ community.
• Demonstrated ability to network and establish and maintain partnerships with a variety of collaborators including social service agencies, training providers, and employers across the private and public sectors.
• Ability to diplomatically manage competing priorities and constituencies.
• Knowledge of and connections to resources that address barriers that LGBTQ+ community members have in entering or participating in the workforce.
• Ability to thrive in an environment characterized by growth, diversity, and constant change.
Program Manager Position Description

- Ability to organize and manage multiple task and meet deadlines; exceptional time management skills.
- Demonstrated ability to meet targets and operate in high-performance management environment.
- Proficient in MS Office, social media, and data management systems.
- Willing to work evenings, weekends, and remotely as needed.

Compensation: This is a full-time, exempt position. Salary range: $58,500 - $60,000 with 100% employer sponsored health insurance. Simple IRA retirement plan available for eligible employees.

Applications: E-mail cover letter, resume, and one writing sample to the attention of Frank Mitchell, Brooklyn Chamber of Commerce, who is conducting first round interviews on behalf of the Center, at jobs@lgbtbrooklyn.org. Subject: [Your name]: Brooklyn Community Pride Center Program Manager. Writing sample should be a report or other artifact in which you were the lead or contributing author. Please specify in your cover letter your role in writing the piece.

Location: Brooklyn, NY

Women, people of color and transgender people are encouraged to apply. Brooklyn Community Pride Center is an affirmative action employer.