

Recruitment Profile

Director of Senior Services

Los Angeles LGBT Center



**LOS
ANGELES
LGBT
CENTER**

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THE CLIENT

Since 1969, the Los Angeles LGBT Center (formerly the L.A. Gay & Lesbian Center) has cared for, championed and celebrated LGBT individuals and families in Los Angeles and beyond. Today, the Center provides services for more LGBT people than any other organization in the world through its programs.

Each month, the Center welcomes more than 42,000 visits from people who represent the full diversity of the LGBT community: people of all races, religions, genders, sexual orientations and ages. All services, which are available to everyone, are free or low-cost.

The LGBT Center is ranked by Guidestar as the No. 1 local LGBT non-profit in the nation and has been awarded Charity Navigator's highest rating (4 stars) for four consecutive years.

The Center's 550 employees and 3,000 active volunteers provide services and programs that span four broad categories: Health, Social Services and Housing, Culture and Education, Leadership and Advocacy:

Health

As one of the nation's largest and most experienced providers of LGBT medical and mental healthcare, the Center helps LGBT people lead healthier, happier lives by keeping their minds and body well.

HIV/AIDS Specialty Care: Since the earliest days of the epidemic, the Center has been providing leading-edge medical care for people living with HIV/AIDS. Through the Jeffrey Goodman Special Care Clinic, a Federally Qualified Health Center, the Center offers a holistic approach to treatment and helps clients with all aspects of managing their life with HIV.

The Center's clinical research program conducts studies and clinical trials that are focused on improving the health and well-being of LGBT communities and contribute to scientific knowledge that helps in the prevention, intervention and treatment of HIV and sexually transmitted infections. This work is funded by private industry, the U.S. Centers for Disease Control, National Institutes of Health, and others.

An estimated 20 percent of people who are HIV-positive don't know it. The Center works to lower that percentage by offering free HIV testing in Hollywood and in West Hollywood. Comprehensive testing for other sexually transmitted diseases is also available at these sites.

Mental Health Services: For people who are feeling depressed, anxious, stressed or dealing with issues that seem beyond their control, the Center offers individual/group counseling and psychiatric care by providers who specialize in serving LGBT people. A variety of facilitated coming-out support groups are offered, and the Center operates one of the nation's few programs to support LGBT people involved in domestic violence.

The Center offers many programs to combat substance abuse, including individual and group therapy, the convenience and anonymity of online chats with therapists, and a renowned outpatient program for those who want to stop using crystal methamphetamine and other substances.

Pharmacy: Clients count on the Center's pharmacy staff to provide warm, personalized and prompt LGBT-specific services, including free mail order delivery of prescriptions

Social Services and Housing

The Center provides a vital social safety net for the LGBT community in all its diversity and a safe, welcoming place where individuals can find help, as well as hope, when they most need it.

Homeless Youth: Los Angeles is one of the most popular destinations for homeless LGBT youth; a staggering 40% of the 6,000 homeless youth on the streets of L.A. are LGBT.

The Youth Center on Highland offers a place to stay for a night or up to 36 nights, providing three meals/day; clothing; support groups; an education program; an employment preparation, training and placement program; and whatever support youth (24 and under) need to get off the streets.

The Center also offers medical care, counseling, a 24-bed Transitional Living Program (TLP) where youth can stay for up to 18 months and even affordable apartments for the youth who graduate from the TLP.

LifeWorks: The Center offers all LGBT youth, 24 and younger, the help needed to achieve their full potential through the LifeWorks program, which provides one-on-one mentoring by specially trained adults, a charter high school for LGBT youth who don't feel safe or comfortable in traditional schools, college and trade-school scholarships, workshops, social activities and the world's largest free conference for LGBT young people, Models of Pride.

Seniors: The Senior Services Department is the largest direct-service program in the nation for LGBT seniors. In 2014, the Center assumed management of Triangle Square, a residential community of 104 apartments and the nation's first affordable housing complex for LGBT seniors. The Center also has a large and fast-growing Senior Services program that helps provide life-sustaining services and activities for older LGBT people.

Legal Services: Supported by a team of staff and volunteer attorneys, law students, paralegals, and interns the Center is the country's largest community-based provider of LGBT legal services. It serves many of the legal needs of LGBT people, with a special focus on survivors of violence, undocumented immigrants, the transgender community and youth.

Family Services: The Center helps build stronger families by providing a wide range of support services, activities and events for LGBT parents and their children and by advocating for them in schools. It also offers support and referrals for those who want to start a family.

Culture and Education

Because arts and educational programs are integral to the health and well-being of the LGBT community, the Center is home to a vibrant gathering place where LGBT people and allies from all walks of life come together to learn, grow and celebrate.

Cultural Arts Program: In its galleries and on its stages, the Center produces award-winning performances and hosts exhibitions that reflect and celebrate the lives and experiences of LGBT people. In addition to the work of emerging LGBT artists and performers, the Center has entertained audiences with shows by celebrities like Jane Fonda, Kathy Griffin, Alec Mapa, Coco Peru and others.

Adult Education & Enrichment: The LGBT Center offers one of the world's only adult education,

adventure and enrichment program specifically for LGBT people. High quality, low cost courses and support groups help people grow career skills, pursue creative passions and improve health.

Charter High School: Because every youth has the right to an education in a place where they feel safe and welcome, the Center operates a charter high school, in conjunction with Opportunities for Learning, where all students are welcome and where diversity and acceptance are part of the campus culture.

CyberCenter: The David Bohnett CyberCenter and computer lab help bridge the “digital divide” by not only offering free Internet access, but the free use of office software to create a resume, build a spreadsheet or just brush up on software skills.

Leadership and Advocacy

The Center works to advance civil rights and freedoms for LGBT people domestically and internationally through education, advocacy and community organizing.

Leadership LAB (Learn Act Build): The Center organizes and empowers communities to defeat anti-LGBT prejudice by providing assistance to campaigns locally and throughout the country.

The Emerging Leaders program, supported by funding from the U.S Department of State, is working to counter the influence of anti-LGBT activists in the world’s most populous country, China, and to advance freedoms for LGBT people there by identifying the country’s best and brightest activists and hosting them for five-week long internships at the Center. The Center also mentors activists working for LGBT equality in countries throughout the world.

Project SPIN (Suicide Prevention Intervention Now): The Center partners with the L.A. Unified School District and other school districts throughout the country to create safe schools and end conditions on campuses that result in bullying and homophobia.

RISE (Recognize Intervene Support Empower) Project: Some of the most vulnerable people in the LGBT community are LGBT and questioning foster youth who represent a hugely disproportionate percentage of youth in the foster system. Through the groundbreaking, federally-funded RISE initiative, the Center is creating and testing a service model that will help these youth find stable, loving homes, with the goal of replicating that model in cities around the country.

The Center’s Capital Campaign

The Los Angeles LGBT Center recently entered the public phase of a \$40-million Capital Campaign to build the “Anita May Rosenstein” facility that will provide approximately 100 units of affordable housing for low-income seniors and another 100 beds for young adults (more than doubling the organization’s current number of beds for homeless LGBT youth), a Senior Services Center, a Youth Center, and much more.

When finished, the new building will form a campus with the Center’s arts, educational and cultural facility – known as The Village at Ed Gould Plaza – and span more than one city block. It will also become the Center’s new headquarters, facilitating a major expansion of medical services at the current headquarters in the McDonald Wright Building on Schrader Boulevard.

The Center has already raised about \$29 million in pledges in the first phase of the campaign. The project is expected to break ground late this year, with construction taking two years.

THE POSITION

Reporting to the Director of Strategic Initiatives, the Director of Senior Services will lead a staff of 12 and manage a million-dollar annual budget. The Director of Senior Services will oversee the rapidly expanding Senior Services programs and the housing facility at Triangle Square and, eventually, another hundred units of housing. In consultation with senior management, the director will have the responsibility for developing and implementing a strategic vision for the Senior Services Department and play an integral role in the planning and development of the Anita May Rosenstein Senior Services Center. Core responsibilities include:

Program Strategy and Oversight

- Develop the mission and vision of Senior Services in coordination with the Los Angeles LGBT Center's executive and senior management teams;
- Carry out long-term organizational objectives for the department as articulated by the Board of Directors in the strategic plan;
- Oversee the existing LGBT housing program, including managing relationships between staff, outside management companies and residents;
- Assist in planning development of the built and social environments in the new seniors' housing community;
- Provide leadership for overall direction and program development of the department, including the administration of programs, projects and services;
- Evaluate overall results and recommend policies, procedures and actions to achieve program mission and goals;
- Monitor implementation of grants to ensure goals and outcomes are met.

Leadership

- Oversee staff and directly manage supervisory staff; provide guidance and support to individuals and encourage collaborative approach to departmental work; provide feedback to staff for improving individual and department performance;
- Build reciprocal relationships with other departments; make programmatic connections to current services within the Center when appropriate;
- Develop and manage the department's budget; explore means to expand geographic reach of the department;
- Implement new data-base system; utilize data for assessment of efficacy of programs; develop budget/program planning and fundraising strategy based on data.

Fundraising

- Take primary responsibility for writing and budget development of grant proposals;
- Determine the availability of public and private funding and explore new funding streams;
- Participate in development of fundraising strategy with Development staff.

Communications and Outreach

- Work with Policy & Community Building staff to develop local, state and national policy initiatives, which may include drafting and sponsorship of legislation to improve the lives of LGBT seniors;
- Build effective relationships with related organizations;
- Participate in appropriate coalitions with local and national organizations; assume an advocacy role for seniors on behalf of the Center;
- Build a national profile for the Center on seniors' issues through the media and relationships with elected leaders, government officials and policy experts.

PROFESSIONAL REQUIREMENTS

The Center is seeking a visionary leader to expand the Center's world-renowned Senior Services Department. The ideal candidate will have a deep understanding of the needs of the LGBT older adult population and experience implementing affordable and supportive housing. The successful candidate should have the following:

- A minimum of five years management/supervisory experience in a social services, government, housing or non-profit setting;
- Demonstrated experience of working in a complex, multi-tiered organization with diverse client population and services;
- Ability to establish and maintain effective working relationships with federal, state, regional, and local agencies, community leaders, and the general public;
- Demonstrated experience in social services and client-care settings; demonstrated experience working with older adults;
- Knowledge of available public and private resources and services; grant writing knowledge and experience highly preferred;
- Strong and effective managerial and leadership skills; experience in developing and managing budgets;
- Computer skills and knowledge, including database operations and spreadsheets;
- Excellent verbal and written communication skills, including strong organizational, detail and interpersonal skills.

PERSONAL REQUIREMENTS

We are seeking an entrepreneurial leader with a passion for the Center's work and its mission to make the world a better place for LGBT people. The Director of Senior Services will have:

- Knowledge and understanding of issues and current research relevant to the senior population;
- An understanding of the impact a lifetime of discrimination has on LGBT seniors;
- Knowledge of the history and public policy issues facing LGBT communities;
- Demonstrated ability to work effectively with people of diverse races, ethnicities, gender identities, ages, and sexual orientations in a multicultural environment;

- Flexibility to work in a large multi-tiered, hierarchical organization with a small organization vibe;
- The humility to leave all assumptions at the door and to face each day as an opportunity to learn and grow.

COMPENSATION

Our client is offering a competitive salary for this position, along with a comprehensive benefits package, including 403b, health, dental, vision, life and long-term disability.

OPPORTUNITY

This is a high profile opportunity for an accomplished leader to make major contributions at a critical historical moment to the growth and development of the nation's oldest and largest organization for LGBT people. The Director of Senior Services will enhance the services and activities of the nation's largest affordable housing development for LGBT seniors and will be an integral voice in the planning of the iconic Anita May Rosenstein Campus. The Director will have the personal satisfaction of contributing to programs of enormous public importance and to an internationally renowned organization which is a pioneering leader in the civil rights struggle of our time.

The Center is an Equal Opportunity/Affirmative Action Employer.

CONTACT

Please submit a brief cover letter and résumé as attachments via e-mail to:

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All inquiries or referrals will be held in strict confidence.

Please note that your education, dates of employment, compensation and other information provided will be verified prior to employment.

WBB+McCormack works only with equal opportunity employers. People of color, people with disabilities and people of diverse sexual orientations, gender expressions and identities are encouraged to apply.