



POSITION DESCRIPTION

Job Title: Teen Services Manager

Reports To: Operations Director

FLSA Status: Non Exempt (Hourly)

Position Type: Full-Time

POSITION SUMMARY:

The Teen Services Manager is responsible for coordinating, delivering, and continuously improving high-quality, evidence-based programming for teens, aligned with the Boys & Girls Clubs of America's (BGCA) core program areas. This role emphasizes workforce development, life skills, academic success, and leadership development.

The Teen Services Manager leads year-round teen engagement efforts, including out-of-school time programming during the school year and Teen Summer Programs, including Summer Nights programming three evenings per week during the summer and occasional special Friday night events.

The Teen Services Manager works closely with Club staff, volunteers, and community partners to recruit and retain teen participants, support a positive Club environment, and ensure programming is engaging, measurable, and goal-driven.

QUALIFICATION REQUIREMENTS:

- Minimum 2 years' experience working with teens in youth development, education, or a related field.
- Bachelor's degree in Education, Youth Development, Social Work, or related area preferred.
- Familiarity with BGCA programs or similar evidence-based models strongly desired.
- Proven ability to connect with teens and build positive relationships.
- Strong planning, time management, and organizational skills.
- Proficiency in Microsoft Office and comfort with digital reporting and tracking tools.

WORK HOURS:

The Teen Services Manager is expected to supervise staff and teens during program hours. Work hours vary based on programming needs, special events, school vacations, seasonal activities, and the operational needs of the Club. Regular mornings, afternoons, and/or evenings are expected along with occasional weekend hours.

You will be scheduled to work 37.5 hours each week unless using scheduled PTO or sick time.

STANDARD SCHEDULE

- **School year:** Monday–Friday, 12:00 PM–8:00 PM and 1 Admin Day 10:00 AM–6:00 PM
- **Summer:** 12:00 PM–8:00 PM (3 days) and 9:30 AM–5:30 PM (2 days)
- **School vacation weeks:** 9:30 AM–5:30 PM, unless special programming
- Flexibility required for special events and programming as needed.

ENVIRONMENTAL & WORKING CONDITIONS

- Must be able to work in a dynamic Club environment with direct interaction with youth.
- Frequent standing, walking, bending, reaching, and participation in youth activities is required.
- Ability to lift and carry up to 25 lbs. and participate in physical activities as needed.
- Environmental and working conditions vary from indoors to outdoors.
- Various meeting locations inside and outside of the Club.
- Occasional travel for off-site training and conferences (may include overnight stay) is required.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Coordinate and facilitate BGCA's evidence-based teen programs, particularly in workforce development, life skills, and academic enrichment.

- Support program planning to ensure each program cycle includes at least one program from each of BGCA's five core areas: Education, Health & Wellness, Character & Leadership, The Arts, and Sports & Recreation.
- Maintain an up-to-date and accessible teen program calendar reflecting current and upcoming offerings.
- Recruit teens through outreach efforts, school and community partnerships, and word-of-mouth engagement.
- Maintain a safe, engaging, and inclusive teen environment that promotes regular participation and a sense of belonging.
- Coordinate teen summer programming, including Summer Nights (summer evenings from 4:00 PM to 8:00 PM) and occasional summer special events.
- Collaborate with Operations to support facility readiness and safe use of space during extended program hours.
- Use BGCA outcome measurement tools and internal tracking systems to support evaluation of program effectiveness.
- Track attendance, participation, progress, and outcomes; use data to recommend adjustments for continuous improvement.
- Participate in staff meetings, training, and Club-wide initiatives.
- Maintain accurate records and rosters and assist with required reporting for teen programming.
- Compile program data and provide updates and reports to the Operations Director as needed.
- Attend community events and meetings as needed to promote the Club and its teen programs.
- Ensure teen program information and updates are accurate and readily available.
- Communicate and help enforce organization-wide policies, procedures, and standards regarding upkeep, usage, and maintenance of buildings, vehicles, and Club equipment.
- Support teen recognition efforts and assist with a recognition program for member achievements.
- Supervise assigned staff as directed. Responsibilities may include day to day oversight, training, performance evaluations, disciplinary recommendations, and hiring input.

ADDITIONAL RESPONSIBILITIES:

- Assist with special programs or events as needed.
- Periodically drive the Club van.
- Assist with maintaining Club equipment and supporting property safety.
- Conduct daily facility and safety checks and report needs/repairs.
- Perform other duties as assigned.
- Valid driver's license with proper insurance coverage required, along with a satisfactory RMV driving record.
- Must possess a cell phone for MFA purposes.
- Willingness and ability to obtain CPR and First Aid certifications.
- Must successfully complete and maintain all required background screenings, including CORI, SORI, and any other additional screenings required by the Club and state law. Must comply with all Club child protection policies and mandatory reporting requirements.

The Boys and Girls Club of Fall River is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. The Boys and Girls Club of Fall River is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment.

I agree to comply with BGC policies and procedures. I have reviewed this job description, and I understand all my job duties and responsibilities. I will perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my organization or department without it being specifically included in the job description. If I have any questions about job duties not specified in this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the human resources staff.

EMPLOYEE: _____

DATE: _____

MANAGER or HR DIRECTOR _____

DATE: _____