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Elder Pride Services Program Manager

About Friendly House

Friendly House, a nonprofit neighborhood center and social service organization, promotes the interdependence of people from all walks of life to meet educational, recreational, and human service needs in the Portland Metropolitan area. Friendly House creates opportunities for people of all income and age groups to increase social capital, which we define as the bonds that encourage mutually beneficial support. We operate three major programs in Northwest Portland: The Friendly House Community Center, Community Services, and our Children's Programs. Founded in 1930, the organization has remained true to its settlement house roots, giving special attention to the needs of people facing extraordinary challenges, including children, low-income families, older adults and LGBTQ+ older adults, to assure their inclusion in the fabric of society. We encourage applicants to visit our website (www.fhpdx.org) to learn more.

About Elder Pride Services (EPS)

EPS (formerly SAGE Metro Portland) is a program of Friendly House and a component of Friendly House's Senior Program (SP). EPS provides high-quality services, advocacy, and programming for LGBTQ+ older adults.

Job Overview

This position will work collaboratively with other staff, volunteers, community partners, and funders, with the overarching goal of improving the lives of aging LGBTQ+ people. The manager's time working directly with the LGBTQ+ elder population is limited due to the extent of other work to be done. However, the manager will interact at events, through the advisory council and other activities as time allows.

Advocacy: The EPS Manager is responsible for all aspects of the Advisory Council, designed to lead, steer, and support program activities and priorities. The EPS Manager will also support and lead local, regional and national advocacy initiatives.



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Trainings and Education: EPS provides training to a variety of businesses including, but not limited to, nonprofit and government sectors, institutions for higher learning, helping/caregiving professionals, and housing partners on the strengths and challenges of LGBTQ+ older adults. The EPS Manager oversees all aspects of EPS trainings, including, but not limited to, recruitment and onboarding of Elder Panel members, scheduling, and facilitation. The EPS Elder Panel is composed of skilled volunteers who share their personal stories in training workshops, a key component of the training curriculum.

Housing: The EPS Manager oversees all aspects of the Housing Committee to elevate the voices of LGBTQ+ older adults and helps to ensure that program participants have a safe, welcoming place to live where they are valued and respected. This includes oversight of EPS at The Pearl, an LGBTQ+ specific, low-income housing development in Washington County.

Leadership and Supervision: The ideal candidate will have experience in supervising and supporting staff, volunteers, and interns.

Position Type

Full-time, non-exempt, \$23–\$24 per hour.

Job Conditions

This is a 40-hour-per-week job performed in a supportive, fast-paced office environment, in an ADA compliant building, and in non-accessible buildings in the community. Work happens in shared office space with cubicles and small private meeting rooms available as needed. The EPS Manager will work mostly on site, with some potential hybrid opportunities after a 90-day training period. Friendly House requires that all staff are fully vaccinated based on FH's definition of "fully vaccinated" (subject to change as data becomes available).

Benefits

Health and dental package valued at \$5,000/year and up to a 4% employer match on employee contributions to our 403(b) retirement plan, paid vacation, sick leave and holidays (prorated based on FTE). Free access to day camps (winter,



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spring break, summer camps) and after-school care for employees' children ages 5–12. At least a 50% discount on preschool fees for children ages 3–5 who meet all other enrollment eligibility. Steeper discounts will be made available for families who qualify for scholarships. A Friendly House fitness membership and discounts on some activities are also provided.

Notice of Non-Discrimination

Friendly House values equity, diversity, and inclusion. People with lived experience in communities of color and other marginalized groups are encouraged to apply. It is the policy of Friendly House to treat all people with dignity and respect. The agency prohibits discrimination based upon race, sex, religion, color, gender identity, age, national origin, marital or familial status, pregnancy, sexual orientation, citizenship status, military service, veteran status, housing status, source of income, political affiliation, union affiliation, physical or mental disability or other protected status in accordance with applicable law. In addition, we shall not discriminate against minority-owned, women-owned or emerging small businesses.

Responsibilities and Duties

Direct Service

- Oversee and facilitate EPS committees and provide technical assistance as needed.
- Lead and facilitate trainings for staff, board, and community members on LGBTQ+ topics and best practices specific to the older adult community.
- Promote Case Management (CM), Information & Referral (I&R), and other community-based services to LGBTQ+ older adults as appropriate.
- Report any alleged or perceived abuse or neglect of an older adult to Adult Protective Services (APS).
- Support other staff for large events (e.g., Pride Festival/Parade, EPS BBQ, our annual Spring Auction, etc.)



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Contract-Required Duties

- Understand and oversee county-funded services to assure compliance with contract requirements.
- Provide leadership and facilitation of EPS committees including outreach, recruitment of members, preparation for or delegation of the creation of meeting agendas, distribution of meeting minutes, and maintaining roster.
- Attend Aging, Disability and Veteran Services' (ADVS) monthly Multi-Ethnic Action Committee (MAC) meetings.

Administrative Duties

- Day-to-day supervision and support of Engagement Specialist and Program Assistant.
- Actively participate in Senior Program (SP) meetings as needed and share EPS updates. Collect information from Case Managers and other SP staff to share with EPS staff as appropriate.
- Collaborate with Director of Community Services to maintain flow of clear communication and procedures between Elder Pride Services and Senior Program.
- Collaborate with Executive Director, Program Director, and others to support the development of long- and short-term vision for EPS services and activities based on best practices, current trends, and needs, including marketing strategies and outreach.
- Support supervisor in developing materials and resources to assist with reporting, updates, and analysis.
- Support Engagement Specialist in compiling programming across Friendly House and developing the bi-monthly newsletter to update the community about upcoming services, resources, and programming.
- Collaborate with Engagement Specialist and Program Assistant to innovate programming.
- Attend meetings internally and with partners in the community.
- Assist with and provide input into fundraising efforts.



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- Work collaboratively with volunteers, community partners, and other FH staff on all aspects of EPS planning.
- Track participants and measure outputs and outcomes through collaboration with Engagement Specialist and Program Assistant.
- Attend all large EPS events, such as EPS BBQ, Pride Events, Winter Party, and other programming as availability allows.
- Contribute towards Friendly House's mission and goal of building community.
- Perform other duties as assigned.

Qualifications and Requirements

- Bachelor's degree in social services, nursing, gerontology or related field **OR** two years of experience in program coordination, preferably working with older adults or LGBTQ+ people, **OR** a combination of education and experience.
- Supervisory experience preferred.
- Excellent communication skills, both written and oral.
- Strong planning and organizational skills.
- Knowledge of best practices and/or lived experience in the LGBTQ+ community.
- Knowledge of best practices and/or lived experience with ageing people.

Send resume and cover letter to:

Email (PDF preferred):

hr@fhpdx.org

Mail:

Hiring Manager
Friendly House Inc.
2617 NW Savier St.
Portland, OR 97210



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Reports To: Director of Community Enrichment

Posting URL: <https://www.fhpdx.org/jobs/>

Travel Required: Frequent travel across the Portland Metro area to meetings, trainings, etc. will be required at times.

Date Posted: 4.20.2023

Posting Expires: Open Until Filled