

## POSITION DESCRIPTION

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## ASSISTANT YOUTH DEVELOPMENT MANAGER

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### ABOUT THE LODGE

The Evergreen Lodge is a recently expanded historic lodge and resort idyllically located on 22 acres bordering Yosemite National Park. The lodge is highly recommended by Fodor's, called a 'Hidden Gem' by Sunset Magazine, and described by *Frommer's* as "the classic Yosemite experience." The 85 year-old lodge had always featured cabins in the woods, a retail store, an excellent restaurant and a classic tavern. In 2002, the lodge was purchased and underwent a major expansion and modernization, reopening in 2004 with 50 new guest cabins, new guest facilities, new recreation programs, and new on-site staff and manager housing. The lodge again expanded in 2009, adding 24 additional guest cabins and completing a variety of facilities and public space upgrades. The expanded Evergreen retains its original warmth, character and personal touch while providing the best all-around lodging and recreational facilities in the Yosemite area. The Evergreen provides great career opportunities for talented staff and managers. Since the lodge has a significant recreational focus, we seek staff and managers who are excited about the outdoors and lead a healthy, active lifestyle.

### EVERGREEN'S INTERN PROGRAM

In addition to its primary function as a tourist Lodge, the Evergreen runs an Intern Employment Program in which 18-24 year-old young adults from urban backgrounds join our staff for a program of career-oriented training and work experience in a healthy, supportive community, coupled with exposure to outdoor and recreational life experiences.

Although providing a great guest experience is our first priority, our Intern Program is central to what we do at the Evergreen, and we are proud to run an enterprise with both a business and a social mission. Our Program's success hinges on our ability to find exceptional managers and hourly staff who provide support and mentoring for our interns. Those who are most successful and happy at the Evergreen are genuinely excited about helping others and feel our Intern Program enriches their job, rather than adding an additional burden to an already challenging operating role.

The Evergreen's combination of hospitality, recreation, culture, setting, and social mission make it a really special property. Yet the Lodge remains a straightforward place serving Yosemite visitors in an idyllic mountain setting.

For more information about the Lodge, visit our website at [www.evergreenlodge.com](http://www.evergreenlodge.com).

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# ABOUT THE ASSISTANT YOUTH DEVELOPMENT MANAGER POSITION

## POSITION OVERVIEW

The Assistant Youth Development Manager (AYDM) works closely with our youth interns, operational managers, and entire staff community to grow and develop our interns, focusing on work skills and transitioning to a stable and successful life after the Evergreen. The AYDM is responsible for coaching interns in their respective work departments, educating operational managers and other key staff how to effectively support interns, providing tailored services to assist interns with personal goals and other individual challenges, and walking interns through the job search process as they look ahead to their next steps in life. In addition, the AYDM will coordinate fun and engaging evening activities for all staff as well as lead outdoor adventures (hikes, backpacking trips, white-water rafting, etc.)

The AYDM role offers tremendous responsibility and variety while providing great opportunities to develop deep relationships and significantly impact young people. The AYDM is part job coach, part mentor, part social service provider, part case manager, part recreation guide, and part coordinator. The AYDM supports youth in both work and non-work situations and operates in a highly independent setting. Given the position's varied responsibilities, the AYDM must be a talented and mature individual to be successful in this challenging, yet incredibly rewarding role. The AYDM reports to the Youth Development Manager.

## RESPONSIBILITIES

- Help interns succeed in their jobs and develop strong skills
  - Learn basics in each of the 6 operational departments and key training points for each
  - Help interns develop better skills in interacting with guests – using hospitality training for all new employees as a starting point
  - Work closely with the operational managers to establish a training program, set performance goals, and monitor performance for each intern
  - Especially in their first weeks, work side-by-side with the interns (where appropriate) – looking for opportunities to teach not only about the mechanics of the job, but also communication, teamwork, problem solving
  - Encourage managers and other staff working with interns. Teach them how they can best guide interns, and thank them for their investment
  - Lead a weekly meeting with operational managers who have interns in their department to discuss progress, challenges and next steps
- Support creation of a healthy overall community and successful community living for interns
  - Help youth learn to recognize and value a healthy community
  - Support & coach interns in dealing with issues in the community
  - Organize one activity each week for all staff (ex. movie night, game night, field trips)
  - Encourage and support opportunities for staff interaction with intern program
  - Be an onsite presence at the lodge in evenings to promote good decision-making and address issues that might arise
- Create group and individual recreation programs to enrich youth's experience outside of work
  - Lead weekly hikes with interns
  - Lead periodic other outdoor activities with interns
  - Coordinate and possibly lead periodic special outdoor trips as determined (e.g., backpacking, rafting...)
- Deliver a variety of tailored social services
  - Intentional and integrated case management for individual interns. Coordinate with Youth Development Manager
  - Support interns in developing a resume, searching for jobs, applying for jobs, preparing for interviews, etc to prepare them for their next step after the Evergreen
  - Develop tools & trainings to support job preparedness and other key life skills
  - Lead weekly intern group meeting to work on life skills modules

- Help interns in achieving their personal goals (as determined)
- Take interns on miscellaneous excursions (ex. trip to Groveland, Sonora, Modesto etc.)
- Help interns monitor bank accounts and savings while encouraging smart savings habits
- o Other
  - Assist with intern recruiting
  - Monitor and maintain intern program social media content
  - Follow up with previous interns and providing support as needed
  - Track various program parameters and gather intern feedback/assessments
  - Support interns and managers in addressing crisis situations
  - Bring a consistently energetic, service-oriented mentality with staff, managers & guests
  - Assisting operations as needed

## QUALIFICATIONS

- o Education: BA or BS; social service related degree preferred
- o At least 2 years experience working with youth of color, low income youth/young adults and vulnerable populations. Strength in working with a diverse population
- o Ideal social service experience includes
  - Significant work with youth/young adults
  - Counseling / case management
  - Program design / development / implementation
  - Outdoor or other experiential learning
  - Business development
- o Passion for outdoor recreation and interest in living in a remote mountain environment
- o Hospitality operations experience a plus
- o Key personality traits
  - Loves working with young people
  - Self-motivated (takes initiative) and independent
  - Outdoorsy
  - Dynamic, fun and creative
  - Mature, personable leader with a relaxed nature
  - Execution & service oriented; enjoys hands-on implementation
  - Flexible with a "whatever it takes" attitude
- o Strong boundary-setting capability (and relevant experience)
- o Crisis management experience
- o Interest in living on-site (Lodge location is on the western border of Yosemite off Hwy 120)
- o LGBTQ, bicultural, women, and minority applicants strongly encouraged to apply

## DETAILS

- o Full time salaried position
- o Room and board are included (own room onsite lodge-owned housing)
- o Compensation based on experience
- o Hours variable, including nights and weekends as well as situational/crisis availability; a regular schedule with specific days off will be established

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## INTERESTED?

Please contact Jessica Gorman via email or fax.  
Send your resume and a note telling us about yourself and your interest.

[jessicag@evergreenlodge.com](mailto:jessicag@evergreenlodge.com)

Fax 209-391-2390

**We look forward to hearing from you.**

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