



Job Description

Branch: Richard G. Snyder YMCA

Job Title: Director of Youth and Family Programming

Reports to: CEO

Mission: To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

FLSA: Exempt	EEO-1: Service Worker	
Business Unit: Youth & Family	Location: Richard G. Snyder YMCA	Date: 2023

GENERAL FUNCTION

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Under the direction of the CEO, and in accordance with the guidelines, principles and purpose of the Richard G. Snyder YMCA Campus, the **Director of Youth & Family Services** will manage and have oversight and responsibilities of organizing, monitoring, supervising, and maintains all RGS YMCA Youth and Family programming. This will include all youth and adult sports, Summer and Schools out camps, and adaptive activity groups. Provides leadership, instruction and motivation for program participants. Also assists with the development of policies and ensures their implementation. The incumbent will demonstrate a commitment to YMCA core values of Caring, Honesty, Respect, and Responsibility.

DUTIES AND RESPONSIBILITIES

The incumbent must have the competencies, skills, and proven leadership ability to successfully carry out the YMCA's mission, goals, and visions for serving the community. The **Director of Youth & Family Services** incumbent will be responsible for the following:

1. Plan, coordinate and implement programs open to all members.
2. Assist in the planning of curriculum and coordinate class schedules with other staff and programs to enhance participation levels and meet the goals and objectives of the Department.
3. Establish new program activities and expand program within the community in accordance with strategic and operating plans.
4. Develop or assist in the marketing and distribution of program information, organize and schedule program registrations.
5. Administer program evaluations of all classes and leagues.
6. Coordinate use of facilities for program activities and events.
7. Compile program statistics. Monitor and evaluate the effectiveness of and participation in program.

8. Track hourly usage to ensure the department has enough staff for safety.
9. Provide a clean and well-maintained program area.
10. Develop relationships within the local school districts and with community leaders to ensure available programming space and facilities, and to assist in sponsoring youth programs/events.
11. Respond to all member and community inquiries and complaints in a timely manner.
12. Manage and implement the approved program budget.
13. Research and purchase new equipment.
14. Utilize purchase orders, check requests and expense reports per association policies. Use a system to track and monitor ongoing expenses, purchase orders and inventory.
15. Recruit, hire, train, develop, schedule and direct staff and volunteers and coaches as needed.
16. Work in collaboration with senior management to review and evaluate staff performance.
17. Develop strategies to motivate staff and achieve goals.
18. Support development and implementation of program specific volunteer training program. Assist staff in identifying productive and creative volunteer roles.
19. Review, approve, and submit staff time cards to payroll department per schedule.
20. Track volunteer hours and record appropriately.
21. Schedule shifts and process time off request forms for staff.
23. Provide all departmental staff with professional development.
24. Ensure that all mandatory training is scheduled and funded.
25. Meet performance measurement through annual giving, major gifts, and/or endowment by telling the Y story and raising charitable dollars to fulfill our mission.
26. Assist staff leadership team in reaching campaign goals through recruiting campaigners, making personal asks and supporting branch events.
27. Develop relationships with internal/external members to secure and support branch financial development success.
28. Provide training and equip staff with tools to better communicate our cause.
29. Handles non-disciplinary employee related questions and concerns, workers compensation, disability and other related issues.
30. A functional part of the Richard G. Snyder YMCA Management Team.
31. Remain accessible through established communications systems at all times during shift.
32. Adhere to established dress code, wearing YMCA staff shirt and nametag at all times. Maintain professional demeanor at all times.
33. Assume all other responsibilities as deemed necessary or assigned.

Knowledge, Skills and Abilities:

- Bachelor’s degree in a related field or equivalent experience.
- Two years related knowledge and experience that includes supervision, program development, fiscal management, staff, and volunteer development.
- Demonstrated knowledge of various sports, games and activities, rules and regulations and the ability to teach youth and adults.
- Demonstrated leadership qualities, strong organizational, interpersonal and time management skills, project management, problem solving, and detail oriented.
- Excellent communication, interpersonal and relationship building skills with an ability to negotiate and work with a variety of internal and external stakeholders.
- Positive attitude and previous experience with diverse populations.
- Personal qualities of integrity, credibility, and dedicated to the mission of the YMCA.

- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Strong ability to motivate and inspire others.
- Ability to establish and maintain collaborations with community organizations.
- Ability to make independent decisions and determine the appropriate course of action.
- Able to manage complex and difficult situations with a high level of professionalism.

Supports the Mission, Vision and Direction of the YMCA:

Understands and supports the mission of the YMCA; displays the YMCA values; displays flexibility and accepts change; is willing to try new methods and make suggestions; shows a strong commitment to the YMCA; conveys enthusiasm for the YMCA and his/her work.

Builds Community:

Understands and embraces the role of volunteers; helps members and participants make connections to others and to the YMCA; practices effective relationship-building techniques; supports the role of fund-raising in achieving the YMCA mission.

Provides a Quality Experience for Members, Participants, Internal Customers and Others:

Possess the ability to deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; strives to provide service that will exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; looks for better ways to serve and involve members, participants, internal customers and others.

Works Productively:

Demonstrates responsible actions; consistently performs duties in a safe and conscientious manner within the agreed upon timeframe; follows standards, policies, and procedures; is reliable and consistently punctual; actively participates in staff meetings, required trainings, and other work related activities; uses good judgment; uses YMCA resources appropriately and efficiently.

Uses Effective Personal Behaviors/Communicates Effectively:

Treats everyone with courtesy, respect and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner, embraces differences among people, demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

Effect on End Result:

The effectiveness of this position can be judged by:

- *Operational Effectiveness:* Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.
- *Personal Growth:* Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.
- Mission: Y Values, high level of service, and cultivates relationship and financial success.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent is regularly required to stand and walk for long periods of time, to talk and hear, sit, lift and or move up to 30 pounds, to climb and or balance, stoop, kneel, crouch, crawl, to use hands to finger, handle, or feel objects, tools or controls. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The incumbent is regularly required to work under pressure and or to work rapidly to meet deadlines. Occasionally may need to plan and participate in programming outdoors. The noise level is normal to loud within an active YMCA program environment.

To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the Essential Duties of the job. "F" for frequently; "O" for occasionally; "N" for not at all.

PHYSICAL			MENTAL			ENVIRONMENTAL		
O	Bending	N	Jumping	O	Read	O	Is exposed to excessive noise	
O	Climbing	F	Walking	F	Comprehend	O	Is around moving machinery	
O	Crawling	O	Pushing	F	Visually see	O	Is exposed to marked changes in temperature and or humidity.	
O	Kneeling	O	Pulling	O	Visually act	O	Is exposed to dust, fumes, gases, radiation, microwave	
O	Squatting	O	Twisting	O	Visually respond	N	Drives motorized equipment	
O	Stooping			O	Communicate in writing	N	Works in confined quarters	
O	Sitting	O	Standing	F	Communicate orally	O	Exposure to chemicals	
F	Looking	O	Talking	O	Perform calculations	O	Exposure to blood borne pathogens	
O	Peering	F	Observing	F	Hear audibly	O	Exposure to body fluids and or tissue	
O	Manual dexterity	O	Reach above shoulder	F	Hear audibly and act		CARRY/LIFT	
O	Fine finger movements	O	Reach horizontally	F	Hear audibly and respond	O	Light - up to 35 lbs.	
	Other:	O	Reach Vertically	F	Reason	O	Moderate - 35-70 lbs.	
O	Neck neutral			F	Analyze	N	Heavy - over 70 lbs.	
F	Neck non neutral				Other:		Other:	

Staff Signature

Date

Supervisor Signature
Director of Youth & Family Services
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Date