

YMCA of Greater Seattle

JOB DESCRIPTION

Job Title: **Program Director II**

Job No.: 0675

Unit: Various

YMCA: Various

Date Revised: 01/08

FLSA Type: Exempt

Reports to: Assoc or Branch Exec.

Page: 1 of 3

GENERAL FUNCTION

Directs program development, operations and delivery of multiple or Association-wide program area(s) to the membership and community.

KNOW-HOW (ALL PROGRAMS)

Bachelor's degree in program area or related field or equivalent education/experience. Three or more years of related experience including staff and volunteer supervision, community program development, financial management and fund raising. Broad knowledge of assigned program areas. Ability to respond to safety and emergency situations. CPR and First Aid certifications required. Most positions require skills in child behavior management and child abuse prevention. Most positions require ability to visit sites and community organizations Prefer knowledge of, and previous experience with, diverse populations (language, culture, race, physical ability, sexual orientation, etc.). Ability to speak any language in addition to English may be helpful. Prefer familiarity with personal computers.

Additional experience, training and/or certifications may be required depending on program area (see below for summary qualifications).

- Aquatics:** Ability to train aquatic instructors. Requires trainer-level certification in YMCA Swim Lessons-Teaching Swimming Fundamentals, YMCA Swim Lessons-Youth & Adult and/or YMCA Swim Lessons-Parent/Child and Preschool Instructor; Advanced First Aid and CPR For The Professional Rescuer certifications required.
- Camping:** Experience and demonstrated ability in year-round camp programming and operation. Knowledge of American Camping Association guidelines. Most positions require eligibility to obtain Commercial Driver's License. Adventure programs at camp require specialized training and experience in adventure education, rock climbing, biking, high-ropes operation/repair, kayaking and/or boating.
- Child Care:** Knowledge of child care licensing requirements, YMCA standards and American Camping Association standards for day camps.
- Community Programs:** Broad knowledge of assigned program areas, which can include any area below as well as youth sports, day camp, parent-child programs, etc..
- Family Programs:** Knowledge of family support principles and best practices for family involvement.

- ❑ **Health and Wellness:** Experience in working with the health seeker market preferred. Proven experience in training others. Ability to provide Total Health program in community/corporate setting.
- ❑ **Membership/Marketing:** Experience in membership, marketing and/or sales. Experience in working with the health seeker market preferred.
- ❑ **Youth at Risk:** Experience in work with challenging youth exposed to or involved in substance abuse, homelessness, mental illness, violence and other difficult situations.

CORE COMPETENCIES

1. Supports the Mission, Vision and Direction of the YMCA: Embraces and supports the mission of the YMCA; models intended outcomes and the organizational values of respect, responsibility, honesty, caring, faith and fun; helps others view change as an opportunity to better achieve the YMCA mission; uses good analytical skills; takes prudent risks; is innovative and implements new ideas; demonstrates a strong commitment to the YMCA; conveys enthusiasm for the YMCA and his/her work.

2. Builds Community: Demonstrates commitment to the role of volunteerism; facilitates connections between and among constituents, members and participants, and to the YMCA; models effective relationship-building techniques; understands and supports the role of fund-raising in achieving the YMCA mission.

3. Ensures a Quality Experience for Members, Participants, Internal Customers and Other Constituents: Possesses the knowledge and ability to create and deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; responds to the needs of others; delivers service that exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; identifies and develops better ways to serve and involve members, participants, internal customers and others.

4. Provides Effective Team Leadership: Accepts accountability for self and group; plans well for long-term, knows what needs to be done, and when to ask for help; advocates diversity; develops and recognizes people; ensures that standards, policies, and procedures are met; possesses organizational skills; ensures that deadlines are consistently met; practical, makes good common sense decisions over time; manages YMCA resources appropriately and efficiently.

5. Uses Effective Personal Behavior; Communicates Effectively: Is fair, responsive and caring; models integrity; listens actively and genuinely; communicates effectively in a clear and pleasant manner; is culturally competent; embraces differences among people; gives clear feedback to staff and others, promotes performance improvement; aspires to be and to do the best; possesses self-awareness; is curious and engages in on-going learning.

PRINCIPAL ACTIVITIES

1. Directs the development and operations of assigned program area(s).
2. Establishes new program activities and expands program(s) within the community in accordance with the Association and branch strategic plans.
3. Develops and manages the budgets related to the position. Meets fiscal objectives. Closely monitors revenue and expense.

4. Recruits, hires, trains, evaluates and supervises assigned staff and volunteers in assigned areas. Provides development and leadership.
5. Compiles program statistics and provides data and reports as required for assigned program(s). Monitors and evaluates the effectiveness of and participation in program(s).
6. Provides leadership and support for branch management team, annual fund raising campaign, and volunteer committees/boards as assigned.
7. Develops and maintains collaborative relationships with community organizations and agencies related to assigned programs.
8. Develops, produces and distributes program information necessary to promote assigned programs, in accordance with branch marketing plans.
9. Ensures that safety procedures are followed and that all programs are in compliance with YMCA standards, all regulations and other applicable standards.
10. Ensures high quality programs through innovative program development evaluations and on going training of staff.
11. Ensures upkeep of related facilities and equipment.

EFFECT ON END RESULTS

This position ensures the quality, growth and financial soundness of assigned program area(s).

Notes:

Typical budget size: \$250,000 - \$750,000

Program scope and complexity: Multiple (or a single Association-wide) program area(s)

Supervision: Medium number of staff and/or volunteers

Employees in certain program areas may be encouraged, if otherwise qualified, to become authorized mini-bus drivers. Pre-requisites for becoming an authorized driver include: minimum age of 21, valid driver's license, at least three years of driving experience, and a driving record which meets or exceeds YMCA standards. Principal activities for authorized mini-bus drivers include:

- a) driving the YMCA mini-bus safely, when required, and including complying with all driver regulations,
- b) performing pre-trip inspections,
- c) ensuring vehicle is clean,
- d) reporting vehicle conditions in need of attention or correction.