

YMCA of Greater Seattle

JOB DESCRIPTION

Job Title: **Program Supervisor**

Range: I

Job Number: 2188

Unit: Various

Date Revised: 01/08

FLSA Type: Non-Exempt

YMCA: Various

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GENERAL FUNCTION

Supervises multiple programs which may include youth programs, family programs, teen programs, sports, fitness, recreation, and/or others.

ENTRY REQUIREMENTS

1. 21 years of age or older.
2. At least three years experience working with children, adults and/or families.
3. Three years or more of supervisory experience preferred.
4. 30 college credits in related field such as recreation, physical education, education, music, psychology, social services, art or equivalent.
5. Current state approved first-aid certification.*
6. Current state approved community CPR certification.*
7. Knowledge of culturally relevant and developmentally appropriate practices.
8. Knowledge of curriculum design.
9. Demonstrated skill in recruiting and supervising volunteers.
10. Experience with budget management helpful.
11. 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.

*At hire, or earliest possible training (but no later than 90 days after employment.)

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. Manages and supervises activities, classes and program operations. May provide direct instruction for classes as needed.
2. Hires, trains, supervises and evaluates staff and volunteers. Conducts staff meetings and organizes trainings.
3. Ensures compliance with YMCA standards, policies and procedures.
4. Collaborates with community and branch staff, as assigned on recruitment, developing new programs, developing support services and programming.
5. Maintains required records according to YMCA standards and contract requirements, including, for example, attendance records, registration information, accident reports and discipline records.
6. Oversees the purchase of food and supplies within budget guidelines. Oversees inventory.
7. Maintains necessary program supplies and ensures equipment remains in good repair.
8. Develops promotional materials and coordinates marketing efforts.
9. Assists in developing and monitoring department budget.
10. Coordinates required transportation.

COMMENTS

If the program is operating as licensed child care, these positions and staff are subject to licensing standards established by the Department of Social and Health Services (DSHS). Entry requirements for staff listed above are based upon current YMCA interpretation of such standards, are not inclusive, and are subject to change.