



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## YOUTH & FAMILY MANAGER

Job Title: **Program Manager – Youth & Family**

Job Code:

FLSA Status: Non-Exempt

Reports to: Program Director – Youth & Family

Revision Date: 08/30/2019

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### POSITION SUMMARY:

Supports, develops, organizes and implements high quality youth programming for the Youth and Family Department, including, but not limited to: Summer Day Camp; Kids Corner Services; Pre-School Programs; Birthday Parties; Youth/Teen Programming; and Youth/Family Special Events.

### ESSENTIAL FUNCTIONS:

Manages, directs and coordinates the assigned Youth and Family Programs. Ensures high quality programs and establishes new program activities.

1. Expands programs within the community in accordance with strategic and operating plans.
2. Recruits, hires, trains, develops, schedules and directs personnel (part-time and seasonal) and volunteers as needed. Reviews and evaluates staff performance. Develops strategies to motivate staff and achieve goals.
3. Assures compliance with YMCA program standards are met and safety procedures are followed.
4. Assists in the marketing and distribution of youth and family program information, including timely and accurate submissions to the Marketing team. May organize and schedule program registrations, distribute fliers and/or attend community expos.
5. Communicates well with others. Ability to interact with the children attending the programs, their parents and/or guardians, along with the counselors in direct management of the children.
6. Develops and maintains collaborative relationships with community organizations.
7. Assists in YMCA fund raising activities and special events.
8. Responds to all member and community inquiries and complaints in timely manner.
9. Compiles program statistics. Monitors and evaluates the effectiveness of and participation in program.
10. Perform duties as required by the absence of staff.
11. Accepts other duties as deemed appropriate within the scope of this job description.
12. Highly flexible schedule with varying hours including working evenings and weekends.

### YMCA COMPETENCIES (LEADER):

Mission Advancement: Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

Collaboration: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

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.

### **QUALIFICATIONS:**

1. Bachelor's degree in related field or equivalent experience.
2. One to two years related experience preferred.
3. Minimum age of 21.
4. Child Abuse Prevention, CPR, Blood Bourne Pathogens, First Aid and AED certifications required within 30 days of employment.
5. Working knowledge of excel is preferred.

### **PHYSICAL DEMANDS**

Sufficient strength, agility and mobility to perform essential functions and to supervise program activities in a wide variety of indoor and outdoor locations.

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**Applicants Name (printed)**

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**Date**

**I have read and understand this position description and believe I am capable and qualified to handle the position as presented.**

**Signature:** \_\_\_\_\_