



Job Title: Program Director – Reach & Rise® 1:1
FLSA Status: Non-exempt
Status: FT
Reports to: Executive Director Social Services

Job Code
Job Grade:
Department: Social Services
Revision Date: 11/20/2017

POSITION SUMMARY:

The Program Director is responsible for the oversight, ongoing development and implementation of the YMCA's Reach & Rise® 1:1 Mentoring Program. As a mental health professional, the Program Director establishes and maintains the program model by recruiting, training, and matching volunteers, as well as being responsible for managing risk. The Program Director ensures uniformity of training curriculum, data collection, outcome objectives, and ongoing clinical support. This position is concerned with the delivery and coordination of services in the community. The Program Director effectively manages and ensures compliance with all aspects of the grant and the partnership agreement with the YMCA of the USA.

ESSENTIAL FUNCTIONS:

1. Provides on-going support services to mentors/mentees/families via phone, email and texting. Be available 24/7 for on-call risk-management and match support.
2. Recruit, screen, and train volunteer mentors, receive and screen youth mentee referrals, make best-fit mentor/mentee matches.
3. Attend school, association, agency, staff, and family meetings as needed to gain community support resources and provide such resources to mentor/mentee/families.
4. Promote the program in the community by collaborating with Marketing and Fund Development. Build relationships in the community to gain additional support for the program. Research and apply for alternative financial resources.
5. Participate in relevant trainings (Mandatory Reporter, YMCA trainings, community agency trainings, etc.) to ensure quality programming. Participate in national program trainings, webinars, conference calls, etc.
6. Collect & report on program data (monthly, quarterly, bi-annually) including narrative match reports, data collection, budget management & reporting, etc.
7. Actively participate in Dubuque Community YMCA/YWCA events and committees.
8. Other duties as assigned.

QUALIFICATIONS:

1. Master's Degree (or working towards) in Social Work, Psychology, Counseling
2. Experience working with target population
3. Excellent organization skills and demonstrated follow-through on tasks
4. Demonstrated knowledge of case management techniques and processes
5. Conflict resolution skills, strong written and verbal communication skills
6. Ability to work independently and produce results with minimal supervision.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- 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.
- While performing the duties of this job the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device. The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

YMCA COMPETENCIES (Team Leader)

Engaging Community: Ensures programs and services meet community needs. Ensures a level of service and engagement that fosters loyalty among those we serve. Intentionally fosters a cause-centered culture that is welcoming, genuine, hopeful, nurturing, and determined.

Philanthropy: Educates staff, volunteers, and members about the charitable nature of the Y. Leads key components of the Y's fundraising efforts.

Volunteerism: Proactively positions volunteerism as a central context of being cause-driven and a way of being socially responsible. Recruits, onboards, and develops volunteers from diverse backgrounds. Works with volunteers to create meaningful and relevant roles that impact the community, fulfill their personal purpose, and build commitment to the cause.

Collaboration: Identifies and builds relationships with internal and/or external partners or key stakeholders to support programs or projects. Builds effective teams and committees by fostering common vision and plans.

Communication & Influence: Writes clearly and concisely, using correct grammar, vocabulary, and appropriate tone for the message or audience. Speaks in a clear, articulate manner. Maintains regular, clear, and concise communication within area of responsibility. Adopts a personal leadership style or approach to influence others.

Inclusion: Addresses behaviors and practices that do not support inclusion in positive and equitable ways. Ensures staff model equity, inclusion, cultural competence and global awareness in all areas of their work.

Critical Thinking & Decision Making: Actively looks for and incorporates different points of view when making decisions. Gathers relevant, valid data to make appropriate decisions. Interprets data, feedback, and information, differentiating among assumptions, anecdotal evidence, and facts. Anticipates risk, implications, and possible outcomes before taking action. Weighs pros and cons of multiple options to make decisions about complex problems.

Fiscal Management: Prepares budgets and interprets balance sheets, income statements, cash flow statements, and forecasts. Analyzes financial data in order to make comparisons, draw conclusions, and make decisions. Identifies and mitigates significant business, financial, and operating risks and financial irregularities and communicates information to management.

Functional Expertise: Has the functional and technical knowledge and skills to do the job at a high level of accomplishment. Uses best practices, guidelines, and industry standards as a framework to improve performance. Demonstrates up-to-date knowledge and skills in the technology associated with the job. Serves with purpose and passion.

Innovation: Seeks input from key stakeholders (including staff, members, and the community) to develop or improve a program or project. Researches and identifies new trends in the program or service area. Incorporates creative thinking and discussion techniques into meetings and discussions, including brainstorming, mind mapping, sticky notes, and whiteboard visuals. Tries new things and assesses their effectiveness. Values and encourages creative and innovative ideas.

Program/Project Management: Translates organizational goals into executable plans with accountable staff and volunteers by defining tasks, milestones, and priorities for programs or projects. Delegates

responsibilities and monitors progress towards goals. Follows fidelity, quality, and evidence-based standards of programs, projects, and the organization. Challenges inefficient or ineffective work processes and offers constructive alternatives. Follows through on commitments with an appropriate sense of urgency. Demonstrates flexibility when plans or situations change unexpectedly, effectively adjusting plans to achieve intended outcomes.

Developing Self & Others: Recruits and hires diverse staff and volunteer teams across multiple dimensions of diversity. Onboards and develops staff and volunteers for success. Provides staff and volunteers with the supports, time, tools, and resources necessary to set, meet or exceed goals. Coaches others for continuous development, including analyzing performance gaps, building development plans, delivering appreciative and developmental feedback, and aligning passions and career goals. Addresses sensitive issues, inappropriate behavior, or performance concerns to help the other person grow. Shares and employs new learning to improve staff and personal performance. Strives to understand and resolve conflicting feedback or ideas from multiple sources.

Emotional Maturity: Regulates behavior based on assessment of situation, personal feelings, strengths, and limitations. Demonstrates a settling presence, even during times of crisis and challenge.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____