



## **JOB DESCRIPTION**

### **YMCA OF METROPOLITAN LOS ANGELES**

Job Title: Program Director II: Youth & Teens Programs  
FLSA Status: Exempt  
Status: Full-Time  
Competency Level: Team Leader

Reports To:  
Job Grade:  
Start Date:

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#### **POSITION SUMMARY**

The TEEN Director of the Los Angeles Metropolitan YMCA will be responsible for the administration of TEEN programming, including but not limited to fiscal management, financial development, program development, program administration, community relations, volunteer leadership and development, strategic and tactical planning, personnel administration and staff development. Implements the policies, procedures, and standards established by the Metropolitan Board of Directors, the Administration, and the YMCA Branch Board of Managers. Serves as a member of the YMCA branch and Metropolitan Los Angeles staff team.

#### **MINIMUM QUALIFICATIONS**

- **EDUCATION:** High school diploma; bachelor's degree in a related field preferred.
- **CERTIFICATION:** YMCA Team Leader Certification preferred
- **SPECIALIZED SKILLS:** Strong character values; communication skills
- **RELATED EXPERIENCE:** 1-2 years supervisory experience

#### **WORK ENVIRONMENT/MINIMUM PHYSICAL REQUIREMENTS**

- You must have the physical, visual, and auditory ability to perform the essential functions of the job with or without reasonable accommodations.

#### **ESSENTIAL FUNCTIONS**

##### **FISCAL MANAGEMENT & CONTROL**

- A. Develops annual operating budget for specified cost center(s) including, but not limited to the following program/administrative areas: Get Summer, Model Legislature and Court, Model United Nations, Teen Nights, Day Camps, Counselor in Training, Social Responsibility and community service, Child Activity Center, and other Youth and Teen Programs.
- B. Manages the above budget to achieve monthly, quarterly, and annual budgets.
- C. Maintains, and is thoroughly conversant with, systems of financial control, including monthly variance reports, forecasting, revenue/expense monitoring, inventory control, and the like.
- D. Makes recommendations concerning the pricing of Teen programs.
- E. Operates the specified budget at all times within the directives, policies, and guidelines contained in the Association Accounting Manual and in current memorandums from Metropolitan; meets all reporting deadlines.
- F. Secures sufficient income annually to balance the operating budget and provide agreed upon levels of program service.
- G. Responsible for actively seeking out new sources of income revenue through aggressive program development and promotional activities.

#### **II. PROGRAM DEVELOPMENT & MARKETING**

- A. Be an active participant in Branch Safety Program, trainings, and meetings.
- B. Responsible for overall growth and evaluation of the department. Responsible for special program thrusts and innovative experimental program efforts.



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- C. Responsible for the programs special events and services, i.e. Bill Hearing Nights, fundraiser activities, VIP Day's, etc.
- D. Responsible for membership retention in Youth and Teen programs.
- E. Responsible for implementation, and leadership of the Developmental Asset program with staff.
- F. Immediately handles complaints and requests by directly responding in person, by phone, or letter form and posting responses, or directs them to the proper channels when necessary.
- G. Develops and executes marketing plans for Teen programs and identifies key efforts and materials. Builds relationships with local schools and other organizations in order to collaborate for events, promotion, activities, volunteers, etc.
- H. Responsible for Youth and Teen Program point of contact process, program date information and member service training to ensure high standards.
- I. Responsible for formal evaluation process of Youth and Teen programs and staff as well as ongoing evaluation process.
- J. Must be accessible for members and parents, event coverage, and community events.
- K. Responsible for the Youth and Teen program planning effort including:
  - a. Statistical tracking and analysis of current programs
  - b. Trend analysis
  - c. Recruit volunteers
- L. Ensures that all Teen volunteers are trained in:
  - a. Program standards and operating procedures for appropriate level of programs, including all safety information
  - b. Member satisfaction and member involvement

### **III. HUMAN RESOURCE MANAGEMENT**

- A. Recruits, trains, and supervises, and appraises all Youth and Teen program staff/volunteers. Assists all staff to identify and meet developmental needs.
- B. Fills Teen program volunteer vacancies in accordance with established Association policies and guidelines.
- C. Ensures working order of entire Youth and Teen Department, coordinating staff and volunteer/parent schedules.
- D. Responsible for staff meetings and one on one conferences on a regular basis with all staff supervised, using job descriptions and performance standard procedures to accomplish maximum attainment of branch goals and objectives.
- E. Maintains high staff morale and low staff turnover. Be an active role model for staff/volunteers utilizing the YMCA's Code of Conduct and other Metropolitan guidelines.
- F. Responsible for In-service Training for all staff/volunteers supervised.

### **IV. VOLUNTEER, BOARD, & MEMBER INVOLVEMENT**

- A. Gives leadership to volunteer development with particular emphasis to volunteer/staff team work. Develops and leads working Youth and Teen Program Committees, recruits committee members and chairpersons, creates charts of work, builds agendas, and follows agreed upon best practices.
- B. Work with front line staff, act as a role model for proper member involvement techniques that perpetuate level of commitment and "buy in" to YMCA programs, volunteerism, and campaigner/donor.
- C. Consults and advises in the selection of board members, committee chairs, and committee members.
- D. Follows agreed upon best practices for all work with board, committees, and task forces.
- E. Recruits, trains, evaluates, and supervises Youth and Teen Program department volunteers and parents.

### **V. FINANCIAL DEVELOPMENT**

- A. Responsible for securing sufficient revenue to provide services consistent with established campaign goals.
- B. Assist with the annual support campaign; organizes and coaches a division from Youth and Teen programs to successful attainment of division goal of the campaign.
- C. Provide staff leadership to all Youth and Teen project funding, grant funding, special gifts solicitation, benefits, and fundraising events.



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- D. Serves as one of the branch's representatives in the community; participates in selected community organizations and activities.

#### **VI. BRANCH ADMINISTRATION**

- A. Responsible for safe implementation of by-laws, policies, goals, and priorities, standards and procedures developed by the Metropolitan Board of Directors, the Branch Board of Managers, and the staff team.
- B. Responsible for the branch facility and off-site facility (i.e. field trips, camps) Youth and Teen Programs; their safe use, maintenance and systems operation for maximum safety, efficiency, and effectiveness.
- C. Responsible for the public relations of branch Youth and Teen Programs including internal (staff/members) and external (non-members) communication through membership newsletters, brochures, news releases, and other seasonal promotional efforts.
- D. Represents the YMCA through membership in selected community organizations and through attendance at key YMCA and community events.
- E. Develops, updates quarterly/annually, and manages the Youth and Teen Programs Risk Management Plan; administers the incident/accident claims process in accordance with established Metropolitan/Branch procedures.
- F. Works with the Membership Director and information desk staff to ensure proper registration, fee collection, and staff roster preparation for Teen Programs.

#### **VII. PLANNING AND SAFETY**

- A. Makes necessary recommendations to Senior Staff on facility development, planning, maintenance, and staff/member safety policy and orientations.
- B. Provides specific leadership to the development of volunteer/staff involvement in the Youth and Teen programs operating plan, overseeing its safe working function.
- C. Provides specific leadership to the development and to volunteer/staff involvement in the branch strategic planning process and entire future planning process.
- D. Monitors and understands the significant demographic, political, economic, and governmental trends affecting the ever changing YMCA branch service area.
- E. Serves as a member of the Branch Safety Committee, adhering to all government, OSHA, Association, and Branch safety standards, requirements, and policies and managing the Safety and Risk Management Program.

#### **VIII. METROPOLITAN/FIELD/NATIONAL PARTICIPATION**

- A. Attend staff meetings and attends certification and trainings when necessary.
  - B. Attends YMCA training events to ensure career growth.
  - C. Attends Metro events/staff meetings/cluster meetings.
  - D. Exhibits commitment to the total organization through regular participation and leadership in Metro/Field/National activities and through collaborative behavior with other operating units and the Metropolitan organization.
1. **Attend** staff meetings and trainings as required.
  2. **Uphold** YMCA policies for safety, supervision, mandated reporting and risk management.
  3. **Demonstrate** the Six Pillars of Character (Trustworthiness, Citizenship, Respect, Responsibility, Caring, Fairness) as well as the YMCA Core Values of caring, respect, honesty and responsibility in all dealings with members, guests, volunteers and fellow staff.
  4. **Demonstrate** competencies in and willingness to develop in the Cause Driven Leadership areas of mission advancement, collaboration, operational effectiveness and personal growth.
  5. All other duties as assigned by your supervisor.



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#### YMCA LEADERSHIP COMPETENCIES

The Y's Leadership Competency Model is comprised of 18 leadership competencies (leadership knowledge, skills, and behaviors required for success in the Y), organized by the four disciplines of cause-driven leadership:

- **Mission Advancement-** advancing the Y's promise to strengthen community  
Competencies include: Values, Community, Volunteerism, Philanthropy
- **Collaboration-** working with, understanding and developing others  
Competencies Include: Inclusion, Relationships, Influence, Communication, Developing Others
- **Operational Effectiveness:** ensuring relevance, effectiveness, and sustainability  
Competencies include: Decision Making, Innovation, Project Management, Finance, Quality Results
- **Personal Growth-** developing continually to adapt to new challenges  
Competencies include: Self Development, Change Capacity, Emotional Maturity, Functional Expertise

While all competencies are significant the following are critical to success in this position:

- Community
- Inclusion/ Relationships
- Decision-Making/ Quality Results
- Emotional Maturity

#### ACKNOWLEDGEMENT

*This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.*

*The employment of all Association employees is at-will. This means that either the employee or the Association may terminate the employment relationship at any time, for any reason, with or without cause or advance notice. This Policy of at-will employment only can be changed by an express written agreement signed by the CEO.*

*I understand that as a representative of the Association I will be expected to model the highest standards of behavior and performance in my position. In that regard, I understand and agree that I will comply with all policies and procedures that are applicable to me and/or to my job position, including, but not limited to, the Employee Handbook.*

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Employee Name (printed)

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Employee Signature

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Date