



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Greater Syracuse Job Posting

Job Title: Family Coordinator

FLSA: Non-exempt – Full-time

Work Schedule: 40 hours/week; daily hours will vary

Reports To: Family Director

Work Location: East Area Family YMCA

A Career with a Cause:

At the Y, strengthening community is our cause. Our mission is to put Christian principles into practice through programs that build healthy spirit, mind and body for all. We focus our work in three key areas, youth development, health living and social responsibility. We are committed to this cause because a strong community can only be achieved when we invest in our kids, our health and our neighbors.

General Functions:

Under the direction of the Family Director, the Family Coordinator carries out the supervisory responsibilities in accordance with the YMCA's policies and procedures. Responsibilities include: planning, assigning, directing work, appraising performance, rewarding and disciplining employees; addressing complaints and problem resolution. The Family Coordinator will also oversee and supervise the daily functions of the Family Prime Time program and staff, as well as all programming and staff for the Family Department.

Essential Duties and Responsibilities:

The essential functions of this position include, but are not limited to the following:

- Create an environment of interest, confidence and support, within which children can grow.
- Establish positive relationships with parents, children, and other staff members; be a positive role model.
- Plan and advertise monthly programs and special events/classes.
- Execute programming, maintain safety of all participants, ensure that children are never left alone and are watched at all times, and create a fun atmosphere for family and youth special events/classes and programs.
- Oversee administrative responsibilities including hiring and staff reviews, payroll, program refunds, and staff schedules; ensure all programs are entered into CCC, registration forms are current and available, advertising is appropriate and current, and program information sheets are filed at Member Services.
- Offer family and youth classes that encourage and engage all children with age-appropriate activities.
- Track monthly attendance numbers.
- Help with budget maintenance and development, brochure input and staff communication.
- Oversee positive reinforcement and behavior management of children.
- Maintain a physically and mentally safe environment for the children.
- Actively support and participate in YMCA functions as notified by the Family Director.
- Attend all required staff meetings, to include monthly supervisor meetings and give input on programming issues.
- Attend all required trainings.
- Oversee record-keeping including: tracking income and expenses, check-in procedures, monthly newsletter information, lesson plans.
- Inventory, maintain supplies and order when necessary.
- Assist Family Director to promote family and youth programming.
- Be familiar with the job responsibilities of the Family Prime Time Center Supervisor, Family Prime Time Center Assistants and Family Assistants/Instructors.
- Substitute for staff when needed.
- Perform 90-day and annual reviews with the Family Director for the Assistants/Instructors and Supervisors.
- Provide First Aid to children or staff when needed.
- Support the annual campaign by recruiting campaigners
- Actively pursue training and learning opportunities and certifications relating to the position; maintain current certifications required by the position.
- Other duties as assigned by the Family Director.

Experience and Education:

- Associates or Bachelor's Degree in a child related field.
- Minimum of two-years of related work experience working with children ages 6 weeks to 11 years old, which is the equivalent to the educational requirements.
- Minimum of one-year supervisory and problem solving experience with staff.

Qualifications:

- Excellent communication (both verbal and written) and interpersonal skills are critical to the success of this position.
- Demonstrated leadership qualities
- Demonstrated ability to multi-task and handle multiple demands simultaneously with minimal direction.
- Possess and demonstrate excellent customer service, supervising, decision-making, problem solving team oriented, creative thinking and leadership skills.
- Ability to read, interpret and effectively communicate document, information and instructions such as safety rules, membership procedures, customer service, YMCA promotion and programs, and YMCA policies and procedures etc., train and instruct other staff members; promote the benefits of the YMCA, the facility and programs; and solve problems and take a leadership role in handling a variety of situations, problems, issues and/or complaints from members.
- Brings to this position maturity, responsibility and a sincere interest in working with people.
- Possess a general knowledge and understanding of YMCA, its goals, and its mission.
- Possess knowledge of various resources for programming ideas and the skills to utilize that information in program implementation.
- Possess knowledge of age appropriate activities and expectations of children ages 6 weeks to 11 years old.
- The ability to observe confidentiality.

Trainings & Certifications:

- Must complete online Bloodborne Pathogens (yearly re-certification) and Employee Safety training prior to assignment to position.
- Must hold CPR, AED, and (First Aid may be required at some branches) certifications or successfully complete no later than 30-days after employment begins.
- Must complete online Hazard Communication training within the first 90-days of employment.
- Must complete Youth Protection, Darkness to Light and Listen First training within the first 90-days of employment.

Core Competencies:

- Supports the Mission, Vision and Direction of the YMCA: Understands and supports the mission of the YMCA; displays the YMCA values; displays flexibility and accepts changes; is willing to try new methods and make suggestions; shows a strong commitment to the YMCA; conveys enthusiasm for the YMCA and his/her work.
- Builds Community: Understands and embraces the role of volunteers; helps members and participants make connections to others and to the YMCA; practices effective relationship-building techniques; supports the role of fund-raising in achieving the YMCA mission.
- Provides a Quality Experience for Members, Participants, Internal Customer and Other: Possesses the ability to deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; strives to provide service that will exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; looks for better ways to serve in involve members, participants, internal customers and others.
- Works Productively: Demonstrates responsible actions; consistently performs duties in a safe and conscientious manner within the agreed upon timeframe; follows standards, policies and procedures; is reliable and consistently punctual; actively participates in staff meetings, required trainings, and other work related activities; uses good judgment; uses YMCA resources appropriately and efficiently.
- Uses Effective Personal Behaviors/Communicates Effectively: Treats everyone with courtesy, respect and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner; embraces differences among people; demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

Effect on End Results:

This position strongly impacts the effectiveness with which the YMCA accomplishes its mission. The YMCA Family Coordinator is committed to promote and environment that teaches values, is healthy, safe and provides an opportunity for positive growing experiences:

1. Strong relationships with parents and strong community image.
2. The Family Coordinator has safe and age-appropriate activities.
3. High performing staff team with high rates of retention.

Physical Demands:

Ability to frequently sit, use his/her hands and fingers, stand, walk, reach, climb, balance, stoop, crouch, kneel and climb. Ability to lift and/or carry and move up to 35 pounds (occasionally this could be more). Specific vision abilities required close, color, distance, peripheral, depth perception and ability to adjust focus.

Work Environment:

Duties are performed in a childcare setting; at times childcare employees may be exposed to undesirable working conditions, communicable infectious diseases, and the risk of injury from children. All childcare employees are required to follow the preventive health policies of the Center at all times. The noise level in the work environment is moderate to above average.

Americans with Disabilities Specifications:

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.

How to Apply:

Interested candidates should respond to Nicole Calhoun, Family Director at (315) 637-2025, ext. 237 or email their application to ncalhoun@syracuseymca.org or Suzanne LeRoy, Director Human Resources at (315) 474-6851, ext. 311 or email their application to sleroy@syracuseymca.org, no later than May 2, 2017.

The YMCA of Greater Syracuse reserves the right to interview only those internal candidates that based on their qualifications, experience and background meets the requirements of the job vacancy.