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## **FRIENDSHIP HOUSE JOB DESCRIPTION**

**Position:** Youth Program Coordinator- Orchard Site and  
Teen Program Coordinator

**Supervisor:** Executive Director

**Working Schedule:** Full Time; Monday – Friday  
Occasional evenings and weekends for events or projects  
with Youth, Regular Friday nights for work with Teens

**Employment Status:** Non-Exempt

**Organization Description:** Friendship House of Christian Service is a Faith Based Community Development Agency located in the heart of the Billings’ “South Side” neighborhood. Since 1957, we have served as a family and community resource center dedicated to improving the spiritual, social, emotional and economic conditions of the South Side by providing services and opportunities for children, youth, teens, adults, and families.

Our primary focus is building a healthy community based on holistic family programming. We accomplish this goal by providing the following wrap around service programming: Preschool; Youth Afterschool & Summer Enrichment; Teen Programs; Adult Life Skills & Education; Child, Adult and Family Counseling. With our programming and the intentional interaction with other service partners, we touch every area of a client’s life to steer them toward positive outcomes. Through this approach, we serve clients from age 3-103 with best practices programming aimed at transforming a community one person at a time.

### **Service Responsibilities:**

#### **Youth Program**

- Daily, oversee all program staff and set program staff work schedules.
- Coordinate with program staff absences and schedules.
- Coordinate with Friendship House Youth Coordinator for program cohesion and unity.
- Contact substitutes when needed.
- Conduct regular program staff meetings.
- Work with all staff to provide a physically and emotionally safe place for all youth participants, staff, and visitors.
- Provide safe, alternative behavior modifications to disruptive children

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- Be the main contact for parents concerning issues on behaviors and/or other issues in the classroom.
- Provide a monthly calendar for teachers and parents with activities
- Provide clear, concise details and communication to parents/guardians re: schedules, issues, etc.
- Build strong, positive relationships with children and families to provide the best services possible for children enrolled at Friendship House.
- Establish goals, outcomes, curriculum, activities, systems, and policies for all youth development programs.
- Coordinate with Teachers and Aides to develop program goals, outcomes, curriculum, activities, systems, and policies.
- Develop, implement, and manage all youth development programs ensuring effectiveness against established goals and outcomes.
- Develop, implement, and manage systems for measuring, tracking, and reporting program effectiveness against goals and outcomes for all programs.
- Regularly evaluate the effectiveness of all programs using established systems and data; implement program and system improvements as needed.
- Assist in training and orientation of all paid program staff.
- Ensure that the implementation and reporting requirements for grants and contracts are met.
- Meet and maintain all State Child Care licensing requirements ensure regulations are followed at all times.
- Assist administrative staff in maintaining all records associated with compliance requirements for contracted agencies and grants.
- Act as liaison between FH staff, school principals, school teachers, parents, and other concerned parties to ensure continuity of service for all youth enrolled in FH programs.
- Oversee the planning, preparation, implementation, evaluation, and recording of appropriate youth development activities, events, projects, and field trips designed to meet program goals and outcomes.
- Be on duty and on site during program hours.
- Consistently and proactively seek out ways to improve program effectiveness (impact) and efficiency (cost).
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### Teen Program

- Daily, oversee all Teen program volunteers and staff and set program volunteer/staff work schedules.
- Coordinate with all other program staff absences and schedules.
- Contact substitutes when needed.
- Conduct regular Teen program volunteer/staff meetings.
- Work with all staff to provide a physically and emotionally safe place for all youth participants, staff, and visitors.
- Provide safe, alternative behavior modifications to disruptive Teens

- Be the main contact for parents concerning issues on behaviors and/or other issues in the program areas- i.e. Café'/Gym.
- Provide a monthly calendar for community, volunteers, staff, teens and parents with activities
- Provide clear, concise details and communication to parents/guardians re: schedules, issues, etc.
- Build strong, positive relationships with Teens and families to provide the best services possible.
- Establish goals, outcomes, activities, systems, and policies for all Teen programs.
- Develop, implement, and manage systems for measuring, tracking, and reporting program effectiveness against goals and outcomes for all programs.
- Regularly evaluate the effectiveness of all programs using established systems and data; implement program and system improvements as needed.
- Assist in training and orientation of all volunteer and paid program staff.
- Ensure that the implementation and reporting requirements for grants and contracts are met.
- Assist administrative staff in maintaining all records associated with compliance requirements for contracted agencies and grants.
- Act as liaison between FH and Teen musicians, volunteers, school principals, school teachers, parents, and other concerned parties to ensure continuity of service for all Teens.
- Actively recruit volunteers, musicians, coaches, etc. to assist with Teen Programming
- Be on duty and on site during Teen program hours.
- Consistently and proactively seek out ways to improve program effectiveness (impact) and efficiency (cost).

### Human Resource

In coordination with the Operations Coordinator:

- Recruit, train, manage, and evaluate program staff.
- Develop, implement, and evaluate staff training and development program(s).
- Write, review, and revise job descriptions as needed.
- Recruit, train, and manage MSU-Billings interns, pre-service teachers, and other students.
- Manage other program volunteers, and develop policies and job descriptions as needed.
- Maintain new and existing employee records (electronic and hard files). This includes state required reporting.
- Assist in training and orientation of all paid and volunteer staff.
- Maintain new hire and termination paperwork and procedures.
- Review, implement and maintain all personnel policies & procedures, including Parent Handbook.

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Administration

- Take turns with other senior staff opening and closing operations.
- Take turns with other senior staff overseeing staff and direct programming in the absence of the Executive Director.
- Compose, proofread and/or edit various correspondence, publications, and grant proposals.
- Engage public and private donors and grantors through individual and public presentations of Friendship House
- Complete month end, mid year and year end duties including compiling and printing reports as necessary
- Actively participate as a member of FH's Executive Team, including all planning meetings, agency-wide decisions, and administration of ongoing programs.

In coordination with the Operations Coordinator and Friendship House Youth Program Coordinator:

- Manage and maintain the client database in Pro-care. Including but not limited to:
  - Family data
  - CACFP food program tracking
  - Employee data
- Manage the Child and Adult Care Food Program (CACFP) making sure that the program meets requirements.
  - File claim forms monthly and perform mid-year, year-end and renewal processes.
  - Assist and Prepare for the food program inspections.
  - Supervise Food Service Staff and or Chef/Cook at the Orchard Site to ensure quality of service, compliance, and accurate reporting of data.
  - Track family and child statistical data for the CACFP and other grant reporting purposes in Microsoft Excel and Word.
- Meet and maintain all State Child Care licensing requirements and ensure regulations are followed at all times.
- Assist and prepare for the state Child Care and the Immunization inspections.
- Manage the family billing, including HRDC invoices, for our program.
  - Communicate with families as needed to ensure timely collection
  - Assist families in seeking assistance from other agencies such as HRDC.
  - Counsel families as needed in regard to bill payment.
- Coordinate family registration for the after school (ASP) and the summer (SEP) program.
  - Assist in registration of families
  - Process applications and input data into client database
  - Work with Front Office Coordinator to facilitate an efficient, timely, and effective process for program enrollment.
  - Maintain new and existing child records (electronic and hard files).
  - Provide parent/guardian Orientations at the beginning of SEP & ASP.

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- Manage volunteer paperwork and oversee licensure compliance.
- Complete volunteer orientations as needed for volunteers.
- Ensure that volunteers complete necessary voluntary paperwork to maintain compliance with licensure.

Partnership Development and Community Relations

- Seek out and develop mutually beneficial inter-agency and community collaborations and partnerships.
- Promote the public awareness and partnership development of FHCS through serving on appropriate committees and task forces, attending meetings, networking, and public speaking as needed.
- Actively participate as a member of FH's Executive Team, including all planning meetings, agency-wide decisions, and administration of ongoing programs.
- Assist in developing and implementing any strategic plan, new initiatives or programs.
- Participate in community mtgs. and neighborhood planning sessions, and take an active role in community matters when appropriate and cleared with the Executive Director.
- Assist with special events as needed including planning and preparations as well as implementation and tracking attendees.
- Assist in planning, preparation, and facilitation of events and activities outside of normal operating hours.
- Assist administrative staff in maintaining all records associated with compliance requirements for contracted agencies and grants.
- Other duties as assigned.

**All Employees' Responsibilities:**

- Support the mission, vision, and values of Friendship House.
- Attend staff meetings and regular one-on-one meetings with one's supervisor.
- Engage in open, honest communication, and demonstrate cooperative behavior with colleagues and supervisor.
- Be an active, constructive, and supportive team member.
- Direct questions and concerns to the appropriate staff member who can be a part of the solution.
- Demonstrate superior service to all internal and external customers.
- Work well under pressure, meeting multiple and sometimes competing deadlines.
- Exemplify appropriate behavior, language, dress, and attitude at all times.
- Adhere to all policies, systems and procedures of the organization especially regarding confidentiality, risk management, and licensing issues.
- Participate in required training appropriate to your position.
- Become knowledgeable about the policies, procedures, systems, and processes that impact your job and your status as an employee.

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- ❑ Participate in developing and implementing goals and plans to prioritize, organize, and accomplish your work.
- ❑ Adapt to a changing and evolving work place in terms of structure, processes, procedures, staffing, technology, etc.
- ❑ Take initiative to seek out solutions to problems, meet challenges, resolve conflicts, improve workflow, simplify systems and procedures, and implement cost reductions.
- ❑ Prepare articles for newsletters and other mailings as needed and generally support all efforts in this area.
- ❑ Be a constructive representative of Friendship House to those outside it.
- ❑ Network within the community to identify possible sources of needed donations of money, time and/or materials.
- ❑ Reports, data records, etc. will be accurate and up to date.
- ❑ Opportunities for growth and learning will be consistently sought out.
- ❑ Communications will be clear and timely.
- ❑ Project and task deadlines will be respected and met.
- ❑ Follow the direction of the Executive Director and support his decisions publicly and privately.
- ❑ Be a public representative of Friendship House.
- ❑ Maintain a teachable spirit and good attitude.
- ❑ Follow the direction of the Executive Director and support his decisions publicly and privately.