

8/9/19

FRIENDSHIP HOUSE JOB DESCRIPTION

<u>Position:</u>	Friendship After School or Summer Program Aide
<u>Supervisor:</u>	Program Director
<u>Working Schedule:</u>	Varies. Occasional evenings and weekends for events or projects
<u>Employment Status:</u>	Hourly

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.

Position Description: The main functions of the After School or Summer Program Aide are to assist the Lead Teacher as requested to establish and maintain a physically and emotionally safe place for all youth participants, staff, and visitors; effectively implement program curriculum and activities designed to meet program goals and outcomes; and measure, track, and report program effectiveness against established goals and outcomes.

Service Responsibilities:

Work under the direction of the Lead Teacher at all times to:

- Provide a physically and emotionally safe place for all youth participants, staff, and visitors.
- Ensure a positive, safe, and effective program experience for every participant.
- Operate program using established guidelines, policies, and procedures.
- Prepare, implement, clean up, and evaluate youth development activities.
- Prepare and clean up of meals, classrooms, playground, etc.

8/9/19

- Transition of children from one activity to another.
- Utilize the systems for measuring, tracking, and reporting program effectiveness against program goals and outcomes.
- Meet and maintain all State Child Care licensing requirements and ensure regulations are followed at all times.
- Consistently and proactively seek out ways to improve program effectiveness (impact) and efficiency (cost).
- Be on duty and on site during program hours.
- 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.
- 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.

Expectations of All Employees:

- All aspects of job duties and responsibilities will be handled promptly, efficiently, and without complaint.

8/9/19

- Solutions and resolutions to problems and challenges will be aggressively pursued.
- 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.