



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Central Connecticut Coast YMCA Position Announcement

Job Title: Director of Membership & Family Programming
Salary: \$50,000 to \$70,000 per year
Leadership Level: Team Leader
YMCA
FLSA: Exempt - Full-time

Reports To: Executive Director
Department: 900 Administration
Work Location: Fairfield

Work Schedule: Varies due to needs

A Career with a Cause:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. Our mission is to put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all. The Y strengthens the foundations of communities and families through our key areas of focus; youth development, healthy living, and social responsibility, and our core values of caring, honesty, respect, and responsibility. We are committed to this cause because a strong community is achieved when we invest in our children, health, neighbors, and values.

We are welcoming: we are open to all. We are a place where you can belong and grow. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

Position Summary:

This position supports the mission and work of the Y, a leading nonprofit, charitable organization. The Director of Membership and Family Programming at the Central Connecticut Coast YMCA is responsible for the success of all aspects of their assigned departments, programs of designated branch, and develops and implements related programs that will promote membership growth and retention, and increase program enrollment. Fosters a supportive, positive atmosphere that welcomes and respects all individuals and provides direct leadership, instruction, motivation, safety, and enjoyment for participants and staff. The Program Director assures the well-being for each participant and staff in line with YMCA of the USA guidelines and association policies in accordance with their training. This results in cause-centered culture that is welcoming, genuine, hopeful, nurturing, and determined while also managing high-quality, member-focused departments and programs.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

- Models and teaches the YMCA core values of caring, honesty, respect, and responsibility with members, colleagues, staff, guests, volunteers, and vendors.
- Develops, maintains, and facilitates positive relationships with and between volunteers, members, program participants, staff, and colleagues at all levels of the organization; helps participants connect with each other and the YMCA.
- Responsible for overall supervision and support of assigned department(s) staff and volunteers, and follows and implements policies and procedures.
- Oversees, evaluates, and grows all assigned department(s) programs ensuring community needs are met and risk management is in place in accordance with YMCA guidelines; and through motivational support and guidance supports members, program participants, and staff in achieving their goals.
- Follows association guidelines to develop, promote and market, and manage assigned department(s) programs and offerings in a manner consistent with YMCA core values. Assists with the development and implementation of membership recruitment, retention, and orientation strategies.
- Communicates and cooperates with other Program Directors to coordinate facility and program needs.
- Oversees all assigned department(s) facility changes and communicates effectively.
- Implements and follows all assigned department(s) procedures and guidelines including those pertaining to health and safety, forms, reports, and staff expectations.
- Communicates with members, director team, staff, and participants in a timely and professional manner as it relates to department responsibilities and answering questions that will support a positive experience with the Y.
- Ambassador of all YMCA programs with a focus on assigned department(s) programs, schedules, and member engagement.
- Oversees all assigned department(s) program areas and equipment in an orderly and safe manner. Ensures maintenance and upkeep is maintained as required by the Central Connecticut Coast YMCA, local and county health departments, and The YMCA of the USA. Works closely with the Facility Director to assist with the maintenance and repair of all assigned department(s) equipment and facilities.

- Implements, follows, and enforces all YMCA policies, rules, regulations, and procedures, including emergency and safety procedures, and those for the prevention of child abuse, fostering a pleasant, professional, and safe assigned department(s) environment.
- Develops and maintains system to monitor certification status of all department staff whose positions require certification.
- Participates in activities, trainings, workshops, conferences, etc., that will enhance personal and professional growth.
- Responsible for overall fiscal management, meets deadlines, and budgets for the assigned department(s).
- Active leader in membership retention and Annual Giving Campaign goals.
- Attends all mandatory meetings and trainings.
- Participates as Manager on Duty per branch schedule.

YMCA Leadership Competencies:

- **Engaging Community:** Builds bridges with others in the community to ensure the Y's work is community-focused and welcoming of all, providing community benefit
- **Developing Self & Others:** Develops self and supports others (e.g.; staff, volunteers, members, program participants), both formally and informally, to achieve their highest potential
- **Communication & Influence** Listens and expresses self effectively and in such a way that engages, inspires, and builds commitment to the Y's cause
- **Fiscal Management:** Manages the Y's resources responsibly and sustains the Y's nonprofit business model
- **Program/Project Management:** Ensures program or project goals are met and intended impact occurs

Experience, Education, and Qualifications:

- Bachelor's degree in related field or equivalent experience
- YMCA Team Leader certification is required, Multi-Team Leader is preferred
- One to two years related experience preferred (e.g., assigned department(s) director)
- Completion of YMCA assigned department(s) training and trainer certifications required
 - See assigned department(s) job descriptions for details
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Proven budgeting and supervision experience
- Knowledge of assigned department(s) programs, YMCA preferred
- Must have proficiency with assigned department(s) equipment
- Proven track record of building program participation and relationships with members, participants, staff, and volunteers
- Experience in a wide range of physical activities with the ability to instruct and perform duties of the assigned department(s) staff
- Demonstrates excellent planning, organizational, time management, and attention to detail skills
- Possesses and demonstrates excellent customer service, decision-making, problem solving, team oriented, and critical thinking skills.
- Effective communication skills necessary to inform, counsel, motivate, and support members and staff
- Must be observant, safety-conscious, and able to react calmly and quickly in an emergency
- Able to work a flexible schedule

Trainings & Certifications:

- Must complete online New Employee Orientation, Child Abuse Prevention, Mandated Reporter, Bloodborne Pathogens, Hazard Communication, and Employee Safety trainings prior to start of position.
- Must hold and maintain CPR, AED, and First Aid certifications.
- Must complete Emergency Oxygen Administration Certification within the first 90 days of employment.
- Valid and current training and/or certification in relevant areas of expertise and programs and department(s) assigned - required for job placement.
- Must complete YMCA Multi-Team Leader Certification within the first 3 years of employment.

Effect on End Results:

This position strongly impacts the effectiveness with which the Central Connecticut Coast YMCA accomplishes its mission. The role requires that the Senior Program Director be committed to delivering high quality results, building positive relationships, maintaining a safe environment, and fostering a healthy community for all.

- Growth is seen in the program enrollment and quality in accordance with annual targets.
- Members, Participants, and Staff become more confident and comfortable with the YMCA.
- Participants and staff set and achieve personal goals.
- Assigned department(s) programs are conducted according to the YMCA of the USA standards.
- Assigned department(s) staff embody the mission and values of the YMCA.
- Positive image of the Central Connecticut Coast YMCA is achieved.

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to type, handle or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this

job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Position requires sitting for extended periods of time and repetitive data entry. Ability to conduct classes and activities, and perform all physical aspects of the position.

Work Environment:

This job operates in a recreational and educational environment. This role routinely uses standard sports and recreation equipment such as gym equipment, sports equipment, and office equipment such as phones, photocopiers, filing cabinets, and fax machines. At times, employees may be exposed to undesirable working conditions, communicable infectious diseases, and risk of injury from others. All employees are required to follow the preventative health policies of the YMCA at all times. The noise level in the work environment is moderate to high.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Websites for More Information:

www.cccymca.org

www.brbc.org

Application Information:

Submit a cover letter, resume, and four references by June 1, 2019 to Diana Liptak, Executive Director, at dliptak@cccymca.org