



WEST END NEIGHBORHOOD HOUSE
Position Description

Title: Assistant Director of Youth Development
Incumbent:

Department: Youth Development
Supervisor: Antwain Flowers

Job Summary

The Assistant Director is responsible for assisting in the overall management, development, and implementation of youth development designed to develop children from Kindergarten through high school. The services of the Youth Development Department include child care services, including before & after care and summer camps, prevention services, education, organized sports and recreation. The Assistant Director is responsible for assisting in the overall management and evaluation of after school, summer camp, grant funded programs, and sports & recreation programs as well as the delivery of quality services in all aspects of the youth department.

Regular hours are Mondays through Fridays, two days a week 11:00 am – 7:30 pm and three days a week 12:30 – 9:00 pm. This position requires flexibility to work a different summer schedule, additional evenings, and weekends.

Agency History

West End Neighborhood House has operated continuously on Wilmington's West Side since 1883. Originally established as a reading room for Irish and Italian immigrants, the purpose and direction of West End has changed over the years as the needs and character of its service area have changed. Today, West End provides, with the help of the United Way and in cooperation with other public and private non-profit agencies, a variety of social and neighborhood services in a racially integrated neighborhood.

Agency Mission

West End Neighborhood House's mission is to assist individuals in achieving self-sufficiency, reaching and maintaining their maximum potential, and living responsibly and harmoniously in a healthy community and a complex world.

Essential Duties and Responsibilities:

These duties and responsibilities are performed on a frequent and recurring basis by an incumbent and include the following:

A. Administration

- **Recruit, train, hire, supervise, and evaluate staff** and perform associated administrative and human resources functions including the timely and accurate bimonthly submission of pay vouchers, maintaining personnel files, and developing and implementing professional development plans and activities for staff.
- Hold weekly **staff meetings** (with a previewed agenda) and submit minutes to supervisor.

- Maintain **compliance** with agency policies, procedures, and regulations including adherence to those concerning **accidents, incidents, disciplinary actions, and licensing and Delaware Stars** and report to supervisor as needed.
- Monitor and enforce **quality standards, deadlines, and contract compliance** and liaise with contract managers.
- Monitor and track **budget** expenditures to ensure proper allocation of funds, working closely with upper management; keep program within budget, assist with preparing financial reports, and prepare purchase orders and materials and supply requisitions. Prepare short and long-range revenue/expenditure projections and corresponding budgets.
- **Order supplies and equipment** and monitor expenditures for program activities; responsible for the upkeep, maintenance, and safety of equipment and materials.
- Identify, develop, and respond to public and private **grant opportunities** to sustain existing services and to initiate new projects. Work with the Director of Development and upper management to **secure funding** to sustain programming.
- Conduct **research, analyze** information, and prepare reports/correspondence; submit accurate & timely **reports/correspondence**.

B. Youth Development

- Develop and lead **new and expanded programs** in a collaborative fast-paced environment providing quality user-centered services and programs that meet the needs of the community.
- Provide oversight related to the facilitation of **youth prevention activities**.
- Oversee **daily afterschool, summer camp, sports & recreation activities** (including youth orientations and parent nights) and ensure an orderly program environment that exercises appropriate **behavior management practices** in compliance with the agency's established policies and procedures.
- Provide **ongoing supervision and support** to program staff, volunteers and interns.
- Ensure adequate & proper **coverage** of all youth and assist in the **grouping of youth** for educational purposes or activities so as to enhance program performance and provide for individualized needs as outlined in **I.E.Ps and academic plans**.
- Perform emergency cardiopulmonary resuscitation (**CPR**) and first aid as needed.
- Maintain an active understanding of **agency programs** in order to translate programs to opportunities for support.
- **Operate agency van** to transport youth to and from activities.

C. Program Development & Coordination

- **Assist in the planning, organizing, of the** after school, summer camp, and sports & recreation activities and parent/family conferences and workshops; explain youth programs, policies, and procedures to program participants, parents and staff as applicable.
- Update and revise youth programs (as necessary), working with upper-management team in developing departmental **short and long-range goals**.
- **Research** and understand theories related to youth services & activities, with emphasis on prevention and evidence-based practices.
- Work with upper management to update, revise and develop **program policies, procedures and forms** to reflect best practice and current research (as needed).
- Direct **program evaluation and assessment** processes to include program delivery, customer service, and effectiveness and progress toward program objectives as outlined in grant contracts; make recommendations for change, develop plans, and implement changes as authorized.

D. Coordinate Interns & Volunteers

- Provide oversight related to the recruitment, screening, training, supervision, and evaluation of interns/volunteers.

E. Community Outreach and Education

- Develop and facilitate **trainings** related to prevention, classroom management, and age- and stage-appropriate learning techniques.
- Develop and maintain **partnerships and cooperative programming** with community groups, schools, and other agencies and departments.
- Participate on relevant community **coalitions and committees**.
- Represent or assign personnel to represent at **volunteer and resource fairs** related to the program.
- **Represent the organization** in public forums and with donor agencies and foundations as required. Promote awareness of the agency and its mission in the community.
- **Network** with businesses, schools and government offices to identify resources and develop partnerships to strengthen service delivery, to develop programs, address community needs, and promote volunteer group involvement in program implementation.

F. Additional Responsibilities

- Maintain organized and complete & accurate **documentation**.
- Maintain **confidentiality** of all staff and participant records in accordance with the Delaware Department of Social Services minimum standards for licensed child care centers.
- Practice **continuous learning** through individual study, classroom training, seminars, and conferences.
- **Perform other tasks** and assume such other responsibilities as assigned or delegated.

Reports & Outcome Management

Monitor and analyze all performance outcomes to ensure alignment with contract requirements. Prepare and analyze reports to document the attainment of outcomes and ensure compliance with performance standards. *Monthly reports are due on the 5th of each month.*

Ensure the following data is updated and/or submitted **bi-weekly**:

- Staff Meeting Minutes
- Participant demographics database (including track and after school programs)

Ensure the following data is updated and/or submitted **monthly**:

- Agency Program Highlights
- E-newsletter Program Highlights (2-3 sentences)
- File Reviews
- Volunteer Reports
- Attendance Logs
- File Reviews
- Pre and Posttests (Mental Health, Afterschool, Summer Camp, Reading/Literacy)
- DHSS SAMHSA Monthly Report (Substance Abuse Grant)

Ensure the following data is updated and/or submitted **quarterly**:

- Participant Success Stories
- DSCYF Quarterly Reports (After School & Summer Youth Prevention Program, submitted to CJC)

Ensure the following is updated and/or submitted **annually**:

- Program licensing & Delaware Stars

Participatory Trainings/Meetings

- Attend contractor, agency, and community meetings, events, trainings, and workshops as scheduled
- Attend supervisory meetings (weekly, unless otherwise instructed)
- Hold full-staff/departmental meetings (monthly)
- Attend parent nights, orientations and incentive events (as scheduled)

Note: Please be advised that this is not an exhaustive list of duties and responsibilities. Additionally, duties and responsibilities are subject to change at the discretion of Executive-Level Management.

Job Requirements:

Education: Bachelor's Degree in Recreation, Public Administration, Social Work, Counseling, Education, Child Development, Human Services, or related field which has equipped applicant with the knowledge, skills, and abilities to perform the duties of the position.

Experience: Candidate must have at least 3 years supervisory experience and 3-5 years experience working with youth.

Prerequisites:

The knowledge and abilities which are required to perform the duties and responsibilities of this position are as follows:

Ability to:

- Be culturally sensitive.
- Plan, develop, coordinate, and evaluate programs.
- Coordinate youth activities, events and programs.
- Maintain accurate program and financial reports.
- Work under pressure and manage varied and competing demands, meeting all related deadlines.
- Be pro-active regarding job responsibilities and program development.
- Demonstrate proficiency in current and emerging technologies and their applications.
- Maintain confidentiality.
- Mentor, train, and motivate staff while fostering a collaborative team environment, within and between departments.
- Plan short-term and long-term work objectives with staff
- Assign tasks and follow-up to ensure quality of work and completeness of tasks.
- Demonstrate excellent interpersonal, written and verbal communication skills and the ability to communicate with staff about concepts, ideas, and requirements.

Knowledge of:

- Community based agencies, services, and resources.
- Federal, state, local laws, regulations, codes, and ordinances.
- Lesson planning, data management, service delivery and reporting techniques.
- Youth-related recreational and sports activities.
- Youth prevention activities and services, including risk & protective factors concerning violence, suicide, and pregnancy.
- Customer service techniques.
- Office and billing procedures and practices.

Special Requirements:

- A satisfactory criminal background check at time of appointment and throughout employment in this position.

- Valid and appropriate CPR certificate and a valid and appropriate first aid certificate within 60 days of appointment issued by a source in accordance with childcare licensing standards (and renewals as required)
- Valid Driver’s License and acceptable driving record at time of appointment and throughout employment in this position.
- Must be able to work a flexible schedule.

Physical Tasks and Working Conditions Include the Following:

The physical demands described in the job description 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.

Work is performed in an office and in a park or recreational facility environment. When on-site in a park or a recreational environment, the incumbent will stand and walk on slippery and uneven surfaces and be exposed to the elements. Office work requires sitting for periods of time and the use of a computer keyboard and screen. The incumbent sits stands, walks, hikes, runs, kneels, crouches, twists, climbs stairs and inclines, reaches, and bends, grasps, pushes, pulls, drags, lifts and carries recreational equipment and boxes of supplies weighing 40 pounds or less. During youth program events, the incumbent may be exposed to loud music and swim and camp overnight with participants. If the incumbent drives a vehicle on company business, must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Equipment Use: Telephone, copier/scanner, computer/laptop (Microsoft Office Applications), fax machine, tablet, projector.

Mental demands: Solve problems, make decisions, exercise sound judgment, supervise, interpret data, organize, write, plan, prioritize, communicate clearly, de-escalate situations, model respectful non-abusive behavior, critical thinking, critical reasoning, attention to detail, ability to recall, coordinate schedules, work as a member of a team, and speak in public.

Evaluation of Performance: Performance in this position will be evaluated in accordance with the Personnel Practices Manual.

Employee Acknowledgement

I have received this document and discussed the contents with my supervisor. My signature means that I have reviewed and understand my duties and responsibilities.

Employee’s Signature

Date

Director of Youth Development’s Signature

Date

Executive Director’s Signature

Date

CC: Personnel File