



willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

- Reinforces the Y's values within the organization and the community.

RELATIONSHIPS

- Casual, Connected, Committed: Understands and embraces the role of volunteers; helps 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 Everyone: 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 and involve members, participants, internal customers and others.
- Builds and nurtures strategic relationships to enhance support for the Y.

QUALITY RESULTS – SAFETY, POLICIES & PROCEDURES

- Works productively and demonstrates responsible actions by consistently performing duties in a safe and conscientious manner within the agreed upon timeframe; follows standards, policies and procedures; is reliable and consistently punctual; actively and appropriately participates in staff meetings.
- Continuously maintains a safe working environment for self and others. Views safety as a guiding principal for making business decisions.
- Complies with all YMCA policies and procedures including but not limited to hiring paperwork, training and certification requirements, and information outlined in the YMCA of Northern Utah employee handbook as they apply to the position you hold within the Association.
- Assigns clear accountability and ensures continuous improvement.

PRINCIPAL ACTIVITIES:

Program Management (63%)

- Work at your program site according to your schedule.
- Help to provide a welcoming environment for participants and help them understand the program expectations including Y rules and Y values (aligned with school expectations).
- Communicate identified academic needs with individual students to Tutor Coordinator.
- Communicate progress with Tutor Coordinator.
- Assists with recruitment, retention and youth attendance.
- Implement and evaluate daily lessons as directed by Tutor Coordinator.
- Guide daily functions with tutoring time.
- Help maintain a clean and organized work environment.
- Participate in regular planning preparation meetings.
- Use an incentive program as established by Tutor Coordinator to encourage program participant's positive behavior.
- Handle discipline problems in a constructive manner.
- Manage daily groups in completing activities and tracking progress.
- Report all incidents, major behavior issues, illnesses, parent or teacher concerns or other participant concerns to Supervisor.



Results and Metrics (5%)

- Fill out daily on site time sheet and input time bi-weekly into online timesheet system.
- Assist with the collection of referral forms and keep accurate attendance.
- Assist with tracking and reporting student progress.

Board and Community Development and Relationships (10%)

- Build relationships with school personnel, YMCA staff and community partners.
- Interact and inform parents of students' progress and community resources.

Emotional Maturity (5%)

- Communicate to supervisor immediately regarding staff issues and concerning school, sickness, time-off request, job duties, not feeling equal, and complaints.
- Display and honor the YMCA values of CARING, HONESTY, RESPECT, and RESPONSIBILITY at all times.
- Provide a positive role model for students.

Staff Development (5%)

- Attend and actively participate in all required YMCA trainings.

Risk Management (10%)

- Ensure the safety and well being of all participants.
- Be knowledgeable and practice emergency preparedness with youth.

Marketing & Communications (2%)

- Recruitment and retention of participants.

WORKING CONDITIONS:

The following may apply:

- Ability to work in excess of a 40-hour week with irregular work hours.
- Ability to walk, stand, and sit (including on the floor) for long periods of time.
- Exposure to communicable diseases and bodily fluids.
- Must be able to lift and/or assist children up to 50 pounds in weight.
- Must be able to lift and carry food and supplies weighing up to 20 pounds.
- Ability to stand or sit while maintaining alertness for several hours at a time.
- Position may require bending, leaning, kneeling, and walking.
- Ability to speak concisely and effectively communicate needs.
- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
- Ability to view data on a computer and/or on paper for long periods of.

NOTE:

The statements are intended to describe the general nature and level of work being performed by incumbent. They are not intended to be an exhaustive list of all responsibilities, duties and skills required



by all incumbents. Incumbents may perform other duties as assigned. In addition to the above, all YMCA of Northern Utah employees are expected to:

- Provide customers with the highest quality service.
- Promote teamwork and cooperative effort.
- Maintain a clean, safe work area, practice good safety habits.
- Demonstrate the YMCA Character Values of: *Caring, Honesty, Respect and Responsibility.*

This position is responsible to carry out the mission and values of the YMCA in Utah.
I have read and understand this job description.

Signature of Employee

Date

Signature of Supervisor

Date