



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA JOB DESCRIPTION

Job Title: **Drop-in Child Care Associate-Kids Care** Job Code: (0324)
FLSA Status: Non-Exempt Job Grade: (3)
Reports to: (Youth & Family Director) Revision Date: 6/26/2014

POSITION SUMMARY:

Under the direction of the Youth & Family Director, the Drop-in Child Care Associate, in harmony with the Christian nature and Mission of the YMCA, as well as the established goals and objectives of the YMCA, shall be responsible for children under their care, focusing on safety and engagement. In general, the role of the Drop-in Child Care Associate is to build relationships with and between staff members, volunteers, members, program participants and the communities the YMCA serves.

Specifically, the purpose of the Drop-in Child Care Associate Staff is to provide a safe and congenial atmosphere as well as provide guidance to participants during drop-in times.

ESSENTIAL FUNCTIONS:

1. Dress for success: create a friendly experience for our members, wear your nametag and uniform so that members can identify you...and lend a hand – offer to get towels or magazines, hold the door, etc. A member should never feel like they are wasting your time.
2. Smile and say hello: Provide a warm welcome for our members, make eye contact, smile and say hello to everyone you see...including children, teens and those of other cultures.
3. Meet and greet: Make a personal connection with our members. Introduce yourself to at least one new person every day. Become someone they feel comfortable in talking too. Better yet, introduce members to each other!
4. See it, own it: If you see it...own it. Take responsibility for correcting the problems you see, be they as small as a discarded towel or as large as a member's complaint.
5. Give Thanks: ...and be grateful. Every member has chosen to spend part of their day with the Y...and don't forget to say thanks and give complements to volunteers and other staff.
6. Interact effectively with the staff as a total system.
7. Assist with mentoring of new staff as assigned.
8. Promote the Core Values of Caring, Honesty, Respect, and Responsibility.
9. Must be available to work assigned shifts.
10. Continually take an active role in providing safe conditions and at no time engage in activities that may be hazardous or negligent to the well-being of the youth.
11. Keep appropriate records and reports.
12. Provide adequate set-up and clean-up time for housekeeping.
13. Attend all training, workshops, and meetings as required.
14. Know emergency procedures.
15. Control proper and safe use of equipment
16. Provide direct care to all children in attendance.
17. Encourage and maintain appropriate hygiene.
18. Perform all other duties as assigned by the Youth & Family Director.
19. Engage with all families and youth while on site.
20. Ability to care for and manage children of diverse ages, backgrounds, and cultures.
21. Assertiveness to deal with discipline and accident incidents.

The Y: We're for youth development, healthy living, and social responsibility.

22. Ability to communicate positively with members, participants, and other staff. Must have prior experience working with children and adults. Ability to clean and organize within the daily operations of Kids Care.
23. Report any risk management issues to supervisor including suspect child abuse, accidents, and incidents.
24. Maintain confidentiality.
25. Complete all appropriate records such as individual timecard, sign in/sign out forms and cleaning forms.
26. Ensure all areas are kept neat, clean, organized, and appealing to members and non-members at all times. Inspect and insure high standards of maintenance, cleanliness, and repair of program equipment, eliminating any risk that could cause accidents or incidents. Report any equipment failures immediately to your supervisor. Never leave space unattended and/or unsupervised.
27. Be on time for all shifts. No show and/or no call warrants action including suspension and/ or loss of job. If you cannot work your scheduled shift, you are responsible for securing a replacement. If you are unsuccessful in securing a replacement, please contact your direct supervisor immediately. If you are unable to work your shift due to illness it is your responsibility to secure a replacement if possible. In the event of not being able to secure a replacement, a phone call to your direct supervisor must be made at least one hour prior to your shift.
28. Use of cell phones is not allowed while working, unless it is an emergency. If there is an emergency and you need to use your phone, please excuse yourself from the room and handle the matter privately.
29. We have an open door policy. Staff is encouraged to express concerns and share successes with direct supervisor.

SKILLS AND QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. He / she must be able care for children in a fun and safe manner which includes following procedure laid out by the Youth and Family Director. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Specifically, the Y Smart Associate must have the ability to demonstrate the willingness to learn and accept responsibility, to take initiative, be flexible, use sound judgment and work harmoniously with a variety of people including program participants, volunteers, and staff. This person should have a commitment to the YMCA's mission and purpose and knowledge of how it is accomplished throughout the association. This position requires a high school diploma or equivalent knowledge. The Drop-in Child Care Associate must be able to lift 50 pounds.

EFFECT ON END RESULT:

1. Effective relationship building that manifests into personal relationships with other members, staff, volunteers, etc.
2. Works well with other staff to promote YMCA values.
3. Models the YMCA Mission and Values while on the job.
4. Ability to live up to the "Staff Pledge" every day!
5. Provide Membership and Marketing Director with efficient support through completion of all designated support/clerical projects.
6. Provide quality reports and correspondence to appropriate staff and volunteers in a timely manner.
7. The quality of finished correspondence, reports, etc., will reflect the professional image of the Rochester Area Family YMCA.
8. Deadlines will be met, resulting in an efficiently functioning office.
9. A quality Customer Service philosophy will be incorporated into the daily work of the department.

YMCA JOB DESCRIPTION FOR Y ZONE ASSOCIATE

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. We understand and mutually accept the above descriptions to the job to be performed:

Employee	Date
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Youth & Family Director	Date
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