



Title	Performance Profile Source	Department	Reports to:	FLSA Status
Program Director	Youth Development	TeamWork Internship Program	Club Director	EXEMPT

YouthForce is a program at the Boys & Girls Clubs of King County. YouthForce (YF) provides underserved teens with the teamwork, leadership and career competencies needed to reach their full potential through unique mentored internship programs and a structured learning curriculum. We seek to provide teens with college, career, and life skills, enabling them to realize their personal and professional goals.

PRIMARY FUNCTION: As an ambassador and role model for local teens, this position is responsible for managing the TeamWork Internship Program (TWI) in its delivery of a broad range of youth development programs. Will develop, oversee, and lead the TWI to ensure quality programming while taking ownership and responsibility for the day to day operations of the program including the management of employee interns with special emphasis on youth development. Plan, develop, and oversee implementation and supervision of programs and department responsibilities. Match teens with relevant internship positions and support their growth of basic professional skills and academic success through ongoing case management, career education and coaching. Ensure participation in all applicable BGCKC events, programs and Clubs. Work in partnership with the Club Director to ensure programming goals and benchmarks are met.

Boys & Girls Clubs Additional Responsibilities:

1. Responsible for meeting TWI goals, objectives and benchmarks
2. Engage and enroll teens from Seattle community in YF and as BGCKC
3. Lead and coordinate intern recruitment efforts for teens from BGCKC, Seattle School District, and community based organizations through collaborative partnerships
4. Collect all TW applications from YF website and review to identify candidates for employment
5. Screen all TWI applicants and interview, coach and onboard all selected interns
6. Employ BGCKC teens in TeamWork internships
7. Manage KidTrax input and reporting for program
8. Track, manage and collect data on each intern
9. Oversee payroll process for TW Interns
10. Ensure productive intern performance through ongoing case management and professional development
11. Maintain an environment that facilitates the implementation and achievement of youth development outcomes through program service delivery
12. Support design and development of intern training curricula
13. Support design of, implement and manage TWI and TWI manager's training
14. Support the design and implementation of TWI evaluations, measurement, metrics calculations and reporting
15. Maintain regular communication with company contacts, providing premiere customer service, resolution, coaching, support and building rapport
16. Serve as role model and mentor to all teens at all times
17. Serve as advocate for teens in their internships as well as in college/career preparation process
18. Maintain positive, productive relationships with all stakeholders including partners, interns, BGCKC staff and community members
19. Responsible for the planning and implementation of YouthForce University (YFU) Curriculum and events;
20. Manage all aspects of the TeamWork program at Qwest Field, including execution of FGI contract (See Qwest Field Partnership section for specific duties)
21. Ensure all aspects of partnership is honored, including intern and partner experiences and ensure expectations are met
22. Supervise all interns on duty at Qwest Field while representing the organization with professionalism and integrity

Mission Statement: To inspire and enable all young people, especially those who need us most, to realize their full potential as productive, responsible, and caring citizens.

23. Support building and recognizing opportunities to highlight TWI program and partnership with FGI/Sounders/Seahawks
24. Other duties as assigned

Qwest Field Partnership

- Mandatory attendance at all home games, management meetings and Team Captain Meetings on Game Days
- Build and maintain strong relationships with all business partners including Qwest Field, Sounders FC, and Seahawks staff
- Serve as principal liaison between YouthForce and business partners, including Qwest Field, Sounders FC, and Seahawks staff
- Coordinate and oversee all YouthForce operations for all special events, including Seahawks Training Camp (as requested)
- Work collaboratively with the Qwest Field Event Services Manager to maintain a professionally successful partnership that guarantees a smooth and successful Game Day which increases the capacity of the teen intern experience and learning environment
- Provide guidance and feedback to business partners, including Qwest Field, Sounders FC, and Seahawks staff with regard to teen intern management in a timely and effective manner
- Spend one day a week at the Qwest Field offices covering all Qwest Field duties

YouthForce Interaction Management

- Responsible for the supervision of all YouthForce teen interns on Game Days while addressing performance issues directly and effectively
- Responsible for the successful execution of all YouthForce job requests; follow up and resolve concerns in a timely manner
- Sustain an environment that fosters communication, collaboration and respectful relationships between YouthForce teen interns and Qwest Field Event Staff
- Serve as a coach, mentor, role model and advocate for teen interns
- Ensure all teens are properly uniformed each Game Day
- Manage and ensure that teen intern scheduling and job duties adhere to child labor laws
- Coordinate the redeployment of YouthForce teen interns as relief crew when needed by Qwest Field Event Staff on Game Days

Operations Management

- Master the Qwest Field Stadium floor plan, facility and areas of importance, especially identifying the locations YouthForce teen interns are assigned to, as well as all Qwest Field Rules and Regulations
- Collect and understand all labor requests from business partners, including Qwest Field, Sounders FC, and Seahawks staff
- Attend every Game-Ops meeting taking ownership and responsibility for YouthForce Game Day teen intern responsibilities
- Responsible for understanding all Game Day operations, including minute-to-minute changes, taking specific responsibility for translating the information into a successful experience and partnership for YouthForce teen interns while directing and redirecting their performance to accommodate changes
- Create the Game Day Resource for YouthForce teen interns while understanding and determining staffing needs and facility schedules for all games and special events

SKILLS/KNOWLEDGE REQUIRED:

- Four year degree in related field from an accredited college or university. MSW or related graduate degree encouraged.
- Three years management experience, including hiring, training and supervising staff
- Satisfactory Motor Vehicle Record as determined by BGCKC Vehicle Loss Prevention Program, must be 21 years old or older to drive Club owned and operated vehicles
- Successful completion of National Criminal History Background check
- Current CPR and First Aid Certifications
- Knowledge of teen development principles and strategies, and ability to motivate youth in a positive way
- Proven experience working with partner agencies, community building, and business acumen

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- Knowledge and/or experience working with a non-profit youth development agency, Boys & Girls Club experience preferred
- Experience with Microsoft Office Suite
- Good organization and attention to detail, professional presence, strong customer relations skills and ability to maintain strict confidentiality
- Strong analytical and problem solving skills
- Ability to learn and implement new ideas for the good of the organization
- Flexible personality with the professional composure to make critical decisions without hesitation in a fast paced environment through conflict resolution and mediation skills
- Ability to handle multiple responsibilities simultaneously
- Background in sports management or event planning helpful
- Responsive to needs and requests of teen leads, teen interns and business partners
- A personal and professional dedication to providing world class customer service
- Capacity to effectively manage compassionate relationships with a diverse population/group of teens and adults
- Passion for working with teens while providing support and resources that encourage and mentor them through their professional development as employees and leaders
- Personality traits that lend themselves to success in this position include patience, a sense of humor, and energetic, with a keen sense of integral cultural awareness

RELATIONSHIPS:

Internal: Maintain close, daily contact with BGCKC staff (professional and volunteer), BGCKC members, YF interns and supervisor. Communicate daily to receive/provide information, discuss issues, explain or interpret guidelines/instructions. Collaborate with other Clubs as appropriate.

External: Maintain contact with business partners, external community groups, schools, interns and their parents, partner agencies and companies as necessary to be successful in position and as directed by Club Director

Hours: The position is full time, requires a flexible work schedule including regular evenings and weekend shifts. Position requires frequent off-site travel within King County and attendance at all Game Days without exception.

Salary Range: \$35,000 - \$37,500

Application Procedure:

Please e-mail resume and cover letter to the HR Department at tirvin@positiveplace.org. Position is open until filled, with the intention of beginning in June, 2011.

I _____ acknowledge that I have been given a copy of this job description and asked to read its contents. I further acknowledge that I have been given an opportunity to ask questions and receive clarification on its contents. I accept the parameters of this job description as true to the general nature of this position.

Employee Signature

Date

Manager Signature

Date

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