



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

CORONA-NORCO FAMILY YMCA
Job Description & Performance Standards

Position: Director of Risk Management & Special Projects
Reports to: Executive Director/CEO
Pay: \$66,560-\$85,000
FLSA Status: Salaried, Exempt

GENERAL FUNCTION:

Imagine impacting thousands of lives every day in your local community. The Corona-Norco Family YMCA is looking for an experienced community leader who is eager to grow and build programming to the next level.

Under the supervision of the Executive Director or CEO, this position supports the work of the Y by overseeing facility operations, safety, and physical risk management of all sites as well as IT operations. This individual will participate in volunteer and staff development, vendor management, financial development, community relations and collaborations with community agencies.

ESSENTIAL FUNCTIONS:

- Maintains clean, safe and properly operating building and grounds systems and equipment assigned to the brand in compliance with all branch and association policies and local, county, state and federal laws and regulations.
- Recruits, hires, trains, develops, and directs employees and volunteers. Reviews and evaluates staff performance. Develops strategies to motivate staff and achieve goals.
- Develops and manages a preventative maintenance program that maximizes the useful life and efficiency of all plant, property, and equipment
- Oversees association safety trainings and leads risk management needs as assigned.
- Oversees technology needs and works with outside contractor to manage systems.
- Creates reporting templates and project management tools as needed and requested.
- Develops, manages, and monitors assigned operating budgets to meet or exceed targets. Recommends adjustments to the budget to assure a balanced operation and submits reports on current operations.
- Establishes plans for the expansion of programs and services, in harmony with overall YMCA objectives and the leadership team.
- Represents and promotes the YMCA in the local community and develops positive working relationships with other organizations, businesses, and governmental entities. Develops and maintains collaborative relationships with community agencies in service delivery area.
- Provides staff support for assigned committees. Provides staff leadership for annual support campaign.
- Serves as a member of YMCA management and supports the overall objectives of the YMCA.
- Responds to after hour and weekend facility & property issues and emergencies as requested.
- Maintain awareness of YMCA activities to evaluate potential legal and risk management exposure.
- Oversee safety program design, implementation, and compliance.
- Manage and supervise all special project related vendors (Daxko, ACA, Security, AC, Heating, Pool, Landscaping, Electrical, etc.)
- Oversee projects as needed (American Camping Accreditation)
- Performs other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Program, Planning and Development:

- Oversees select program budgets from concept to creation as well as annual management.
- Ensures recruitment, orientations and training for all volunteers and paid staff related to program areas
- Ensure bi-annual evaluations of programs to determine if program remains is viable
- Ensure programs are run in accordance with any city, county, or state regulations.
- Recommends program model changes, additions, redesigns, etc. to immediate supervisor
- Provide leadership to ensure safe programming and a priority of creating new programs and adapting current programs to meet the needs of the members and community.
- Serve as Risk Manager POC all areas of the YMCA. Emphasizing accident prevention and safety in all activity areas.
- Ensure ongoing assessments of program areas and equipment needs.
- Assist leadership team in organizing and developing systems and new services to ensure continuous growth and development.
- Ensure successful management of all staff.
- Continuously monitor program progress.
- Effective prioritization of projects.
- Effective communication with staff and stakeholders in ensuring efficient project follow up.
- Work with Director to continue to develop new program opportunities.
- Ensure that all staff follow policies and procedures deemed by the guidelines of their employment.
- Ensure the supervision of all staff in a manner that adheres to Corona-Norco Family YMCA policies and procedures.
- Support Directors in their role as staff liaison to their committees.
- Oversee all Active configurations and trainings as necessary
- Develops and maintains written position descriptions and performance standards for directly supervised team.
- Ensures that staff receives semi and/or annual performance evaluations.
- Carries out recognition appropriate to position
- Ensures that staff have appropriate safety and program certifications
- Promptly and courteously handle member complaints by taking responsibility to resolve the complaint directly or by referring it to an appropriate director and take responsibility to see that all concerns are responded to within 24 hours.

Shared Staff Responsibilities:

- Participates and accepts leadership in staff meetings
- Serves as Manager on Duty as assigned by supervisor
- Serves as member of Management Team

Community/Association Responsibilities:

- Empathetically listen and communicate for understanding. Build relationships to create small communities. Provide staff with feedback, coaching, guidance, and support. Build and nurture strategic collaborations within the community.
- Serves as branch representative to appropriate program clusters as needed.
- Serves on appropriate task forces.
- Attends training sessions as deemed necessary for professional growth.
- Serves and is active in community activities to promote programs.
- Assist management team in volunteer and board recruitment as requested

QUALIFICATIONS:

- Bachelor's degree in recreation, business, or a related field, or equivalent, preferred.
- Five or more years of management experience, preferably in a YMCA or other nonprofit agency.
- Ability to direct assigned operations including volunteer development, supervision of staff, development and monitoring of budgets, marketing, and public relations, and program development.
- Prefer knowledge of, and previous experience with, diverse populations
- Ability to establish and maintain collaborations with community organizations.
- YMCA Team Leader or Multi-Team/Branch Leader certification preferred.
- CPR and First Aid certifications will be required.

WORK ENVIRONMENT & 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device. The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.
- Fingerprints will be taken upon commencement of employment and will be submitted to the Corporate Human Resources Department.

YMCA COMPETENCIES (Multi-Team or Branch Leader):

Mission Advancement: Reinforces the Y's values within the organization and the community. Effectively communicates the benefits and impact of the YMCA's efforts for all stakeholders. Implements effective systems to develop volunteers at program, fundraising, and policy leadership levels. Secures resources and support for all philanthropic endeavors.

Collaboration: Develops strategies to ensure staff and volunteers reflect the community. Builds and nurtures strategic relationships to enhance support for the YMCA. Serves as a community leader building collaborations based on trust and credibility to advance YMCA mission and goals. Communicates for influence to attain buy-in and support of goals. Provides tools and resources for the development of others.

Operational Effectiveness: Integrates multiple thinking processes to make decisions. Involves members and community in the development of programs and activities. Ensures execution of plans. Institutes sound accounting procedures, investment policies and financial controls. Assigns clear accountability and ensures continuous improvement.

Personal Growth: Fosters a learning environment embracing diverse abilities and approaches. Creates a sense of urgency and positive tension to support change. Anticipates challenges that can sidetrack or derail growth and personal learning. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

EFFECT ON END RESULTS:

- The interpretation of the purpose of the YMCA, its goals and objectives to the community and the continued evaluation of Branch services, which will be evident in an understanding of purpose of the YMCA, continued good relations in the total community and growth in terms of members and program participants.
- The sound administration of the affairs of the Branch evident in purposeful and coordinated programs, good public relations, sound financial and records systems and good property management.
- The development and maintenance of good volunteer and staff relations.

- The exercise of good judgment and competence in implementing stated needs, objectives and interests of the YMCA as enunciated by the branch Board of Managers and within the latitudes of responsibilities defined by the Corporate Board of Directors.
- The operational and financial success of the Corona-Norco Family YMCA.

Corona Norco Family YMCA reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.

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