

New Castle Community YMCA TEAM MEMBER EXPECTATIONS

Title: Drop-In Child Watch Associate

Department: Member Service

Supervisor: Sr. Membership Director

Status: Part-time hourly position

YMCA Mission: To put Christian principles into practice through programs that build healthy body, mind and spirit.

YMCA Character Development: The core values that guide the YMCA in fulfilling the mission are: Caring, Honesty, Respect and Responsibility.

General Function

The Drop-In Child Watch worker is responsible for the care and welfare of children in the Drop-In Child Watch Center.

Qualifications / Skills

- A high school diploma or general educational development certification (G.E.D.)
- Must have child abuse and criminal record clearances
- Minimum of one year experience working with young children
- Self-assurance in holding and caring for babies
- Ability to maintain a safe, clean, and appropriate environment
- General knowledge of nutrition, health, and first aid

Responsibilities and Principal Activities

In harmony with the Mission, Established Policies, Strategic Objectives and Goals of the YMCA, the Drop-In Child Watch Worker is responsible for, but not limited to, the following:

Service Skills/Expectations

- Keep the Center clean and safe for the children
- Be responsible for the care, safety, and well-being of the children at all times.
- Coordinate daily activities.
- Assist children with basic toileting; change diapers when needed
- Daily record-keeping; checking children in and having paper work completed for new participants
- Keep alert to signs of abuse or neglect and report any suspicions to supervisor
- Attend all monthly departmental team meetings and annual retreat
- Maintain current certifications in CPR/AED and First Aid.
- All other tasks as assigned by designate.

Key Behaviors for Excellent Customer Service

- Be approachable by wearing a name tag, designated attire and a smile.
- Stand, smile and greet all members by name; thank them when leaving
- Engage members with health and wellness exercises and questions
- Engage Youth in the Drop-In Child Watch, Child Development Center and Youth Factory
- Be proactive in keeping the facility clean and safe
- Always be ready and willing to “come out” from behind desk or office to assist members
- Take action to handle or direct customer’s questions, issues or concerns at the point of contact; the customer should leave feeling satisfied

Member Involvement Skills

- Be knowledgeable about other program areas and membership and share information with Drop-In participants.
- Be knowledgeable about the YMCA, its program and policies.
- Recommend participation in a variety of Y programs and membership to Drop-In participants and families
- Maintain awareness and knowledge of the Annual Campaign and actively communicate it to members
- Be able to articulate the YMCA’s mission, values and benefits.
- Use “Listen First” skills as part of the Activate America initiative.

Name: _____

I have reviewed the above job description and agree to the terms herein.

Signature: _____ ***Date:*** _____