



FREDERICKSBURG FIELD HOUSE

Job Description

Job Title	Before & After Care Counselor
Department	Youth Programming
Location	Fredericksburg, VA
Reports to	Youth Program Director
Approved By	Eastern Sports Management
Approval Date	08/16/2017

Level	Type of position:	Travel	Amount Required:
	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary		<input type="checkbox"/> None <input checked="" type="checkbox"/> Minimal <input type="checkbox"/> 25%-50% <input type="checkbox"/> 50% or more
Classification	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		

JOB DESCRIPTION

The Before & After Care Counselor is responsible for supervision and safety of youth in Before & After Care programs. The B&A Care Counselor reports directly to the Youth Program Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Address issues and concerns as they arise
- Maintain records, including youth incident and accident reports and participant files
- Maintain high standards in health and safety during all B&A activities
- Establish and maintain contact with guardians regarding daily interactions, including children's behavior, etc.
- Establish and maintain contact with guardians regarding all participants' injuries
- Aware of youth participants' allergies
- Coordinate activities for assigned group(s) to include, but not limited to, arts & crafts, games, sport activities, learning and development assignments
- Actively participate in all activities
- Supervise youth participants
- Ensure that all participants are provided with snacks and meals
- Ensure participants board the proper transportation in order to depart facility in a safe and timely manner
- Ensure participants arrive from associated schools in a safe and timely manner
- Report all absent children to Supervisor immediately
- Maintain proper ratios at all times
- Act as a role model for participants, demonstrating proper attitude and behavior at all times
- Remains calm and focused in an emergency situation
- Ensure that all participants are checked in and out, in accordance with FFH B&A procedures
- Knowledge of VDSS Standards for licensed day care centers
- Knowledge of & respect for Fredericksburg Field House Mission
- Knowledge of the rules and regulations of FFH, including its Personnel Handbook, and abide by them
- Perform other duties and responsibilities as needed, required, or assigned by the Youth Program Director and/or the General Manager

SUPERVISORY RESPONSIBILITIES

- This job has no supervisory responsibilities

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.
- Use of Technology - Demonstrates required skills.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Managing Customer Focus - Promotes customer focus; establishes customer service standards; monitors customer satisfaction.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication - Writes clearly and informatively; able to read and interpret written information.
- Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.
- Cost Consciousness - Conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Consultative Selling - Builds rapport and establishes trust.
- Personal Appearance - Dresses appropriately for position; keeps self well groomed.
- Sales Skills - Maintains customer satisfaction; maintains records and promptly submits information.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work.
- Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; organizes or schedules other people and their tasks.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Focus - Ability to maintain attention in a high-volume, fast-paced environment.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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.

Education and/or Experience: One year certification from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: Upon hire and training, the individual must be able to successfully utilize the Fredericksburg Field House Timeclock software.

Certificates, Licenses, Registrations: To perform this job successfully, an individual must possess the following within 90 days of employment:

- CPR/AED Certification

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 stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell.
- The employee must regularly lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here 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:

- While performing the duties of this Job, the employee is regularly exposed to outdoor weather conditions.
- The noise level in the work environment is usually moderate to loud.

I, _____ (Employee's Name), hereby certify that I understand and agree to abide by the terms and conditions of my employment set forth in this FFH Before & After Care Counselor Job Description.

Employee's Signature

Date

Youth Program Director (Print Name)

Youth Program Director Signature

Date

Human Resources (Print Name)

Human Resources Signature

Date