

Policy Number: 4.10	Approval Status: APPROVED
Policy Section: Personnel	Approval By: Board of Directors
Policy Title: Job Description – Director	
Applies to: Director, Routes Youth Centre	Position Status: FULL TIME

Reporting To - The Board of Directors

The Organization

Routes Youth Centre (Routes) is a vibrant and exciting part of the Dundas (Ontario) community. For over 20 years Routes has played an important role in the lives of thousands of youth through its progressive programming, a caring presence, and advocacy in the community. Founded on the commitment to provide a safe place for youth, where they can build positive relationships in a safe, social and caring environment, Routes continues to help kids build friendships, interact with positive role models, learn skills and develop attitudes leading to successful futures.

Overview of the Director’s Role

As Director, you will be responsible for the planning, development and delivery of youth programs focusing on providing young people with a safe place to go and guidance as they seek more satisfying and productive ‘routes’ or ways for their lives and living. Reporting to the Board of Directors, you will be responsible for the management and development of programs and services for youth in accordance with the vision, mission and values of Routes. You will act as the “face of Routes” in the community, through networking, public relations and your presence at community events.

With your strong collaborative and team building skills, you will lead a team of staff and volunteers who provide the programs and services offered by Routes. You will be responsible for recruitment, motivation, direction, training, scheduling and oversight of the team, toward achieving the Centre’s strategic goals. You will assess the effectiveness of youth programs and research the needs of youth in the community to ensure that Routes continually adapts to emerging needs.

Key responsibilities also include financial stewardship, procurement and maintenance of equipment and supplies, maintenance of records and coordinating special projects as assigned. You will play an integral role in the ongoing viability and accountability of the Centre, in supporting the board’s fundraising activities, grant applications and reporting. As the senior staff member, you will manage the relationship between staff and board in support of the board’s governance responsibilities.

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Duties and Responsibilities

Percentages, noted below, are provided as an indication of the general expectations of the board and are variable, subject to the day-to-day requirements of the position.

Program (50%)

1. Oversee program operations and ensure high quality services.
2. Operate Routes Youth Centre in accordance with established practice and, in collaboration with the Board Program Committee, negotiate program and schedule changes.
3. Develop strategies to address the needs of area youth both at the Centre and within their own environment.
4. Evaluate the effectiveness of current programs and research emerging needs.
5. Propose evidence-based, documented changes in programming, in collaboration with the Board Program Committee.
6. Develop, manage and implement practices, policies, and procedures in compliance with the organization's mission and values.
7. Maintain a safe and secure place for youth to meet, including an appropriate decorum and atmosphere in Centre spaces.
8. Direct daily set-up, take-down and cleanliness of the Centre and facilitate regular events and youth outings to support our mandate for positive leisure activities.
9. Develop and maintain a contact database and a system for ongoing monitoring and communication with young people (e.g. client files, website, social media, newsletter, event postings).
10. Respect privacy and confidentiality as appropriate under law and good practice.

Networking & Public Relations (15%)

11. Lead and promote Routes to a wide range of stakeholders and build strategic partnerships within Dundas and the greater Hamilton area.
12. Work with partner agencies and with neighbouring youth centres to share expertise and to leverage opportunities to collaborate on joint programs.
13. Develop strategy and lead outreach activities for Routes to ensure increased participation of youth, within the network of services and programs available in the Dundas/Hamilton area.
14. Collaborate with community organizations and funders to increase the profile of Routes, including participation in the community through his/her presence at community events.
15. Inform the community about Routes and its programs, with emphasis on the contribution of Routes to the community, through social media and by developing contacts, in collaboration with the Board Publicity Committee, with schools, police services, health & social service agencies, service clubs, churches, and other community groups.

Financial (25%)

16. Play an integral role in the ongoing viability and accountability of Routes, in supporting the board's fundraising activities.
17. Assist the Board Fundraising Committee and share in the preparation of grant applications and follow up reports. Provide required information, statistics and anecdotes, photos, etc.
18. Coordinate youth-driven fund-raising projects, following goals and guidelines approved by the Board Fundraising Committee.
19. Ensure prudent financial expenditures on program activities, managing the Centre's day-to-day revenues and expenses within Routes' annual operating budget.

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Administrative & Board Support (10%)

1. Ensure quality assurance systems are in place and adhered to, including standards of practice, benchmarks and customer satisfaction.
2. In consultation with the Board Personnel Committee, hire staff, approve volunteers, clarify expectations and priorities, appraise individual performance and provide feedback, coaching and discipline, as required, building a high performance team of staff and volunteers.
3. Develop, maintain and implement training programs for staff, volunteers and upcoming youth leaders.
4. Develop and maintain work schedules for staff and volunteers, with appropriate records to support payroll and staff volunteer work hours reporting.
5. Write, maintain and implement policies and procedures to fit the needs of Routes.
6. Analyze and evaluate program data, develop reports and make recommendations as required by the board and by funders.
7. Develop and maintain an appropriate system of documentation and reporting of statistics.
8. Report to the board at set intervals and/or as required on the effectiveness of programs, their successes and outcomes, and trends in programs and participation
9. Collaborate with the Board of Directors on the development of strategic plans for Routes.
10. Attend all board meetings to represent program expertise.
11. As the senior staff member, manage the relationship between staff and board in support of the board's governance responsibilities.

Qualifications

1. Appropriate university/college degree or diploma, or equivalent experience in a related field
2. Exceptional interpersonal skills with both adults and young people
3. Ability to manage multiple tasks, requiring excellent organizational skills
4. Some accounting skills and familiarity with corporate operations
5. Literacy skills in order to plan, monitor, and develop programs pertaining to Routes
6. Previous youth work experience is highly valued
7. Experience in supervisory and leading roles is required
8. Experience and familiarity with research methodologies
9. Proficient with computer skills including a working general knowledge of word processing, spreadsheets, web based applications, and social media platforms
10. Valid Ontario Driver's License, maintenance of a good driving record and appropriate insurance (currently, \$2 million for personal liability & property damage)

Hours of Work

The work week will consist of 40 hours to be scheduled so that the Director can direct the Centre, spend time in schools, with other community groups, at community events and also be available to meet with staff, teens, the board and its committees as need dictates.

These hours will be flexible in order to fulfil the Director's responsibilities (e.g. the Director will occasionally schedule weekend events and will alter her/his work schedule accordingly).

Documentation of work hours, personal time away, vacations, etc. will be in accordance with requirements negotiated with the Personnel Committee or its Chair.

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Compensation

Compensation, including pay, vacation, and regulatory benefits (currently, EI, CPP, WSIB) will be according to the scale set for the position. The position is considered professional staff and is compensated on the basis of an annual salary.

Revision History

Approved Date: December 30, 2012
Revision Date(s): November 30, 2017