



## WEST END NEIGHBORHOOD HOUSE Position Description

**Title:** Childcare Coordinator  
**Reports to:** Program Director  
**Department:** Youth Development  
**Classification:** Full-Time

### **Agency History**

West End Neighborhood House has operated continuously on Wilmington's West Side since 1883. Originally established as a reading room for Irish and Italian immigrants, the purpose and direction of West End has changed over the years as the needs and character of its service area have changed. Today, West End provides, with the help of the United Way and in cooperation with other public and private non-profit agencies, a variety of social and neighborhood services in a racially integrated neighborhood.

### **Agency Mission**

West End Neighborhood House's mission is to assist individuals in achieving self-sufficiency, reaching and maintaining their maximum potential, and living responsibly and harmoniously in a healthy community and a complex world.

### **Job Summary**

The Camp Director is responsible for the overall management, development, and implementation of the camp program, designed to serve youth in grades K-5. This position requires flexibility in order to meet project, agency, and community needs (including evenings and weekends).

### **Essential Duties and Responsibilities:**

These duties and responsibilities are performed on a frequent and recurring basis by an incumbent and including but not limited to:

#### **A. Administration**

- **Recruit, train, hire, supervise, and evaluate staff** and perform associated administrative and human resources functions including the timely and accurate bimonthly submission of timesheets, maintaining personnel files, and developing and implementing professional development plans and activities for staff.
- Monitor and track **budget** expenditures to ensure proper allocation of funds, working closely with upper management; keep program within budget, assist with preparing purchase requisitions.
- Assist families in **enrolling** their **youth** into programming.
- **Support** youth recruitment and retention **initiatives**; inform new and existing families of enrollment opportunities.
- **Update youth records** and input pertinent information into the program database.

- Assist with the coordination of events, such as fund-raising activities, prevention tournaments, and back to school events.
- **Order supplies and/or equipment**, prepare purchase requisitions (as needed); responsible for safeguarding items.
- **Analyze** information and maintain complete, organized, and accurate documentation. Prepare and submit timely reports and other documentation.
- Ensure **compliance** with licensing regulations and local, state and federal laws. Enforce quality standards and deadlines. Adhere to agency policies, procedures, and regulations including those concerning accidents, incidents, and participant disciplinary actions, and report to supervisor as needed.

#### **B. Program Implementation & Evaluation**

- Serve as a **point person** for families; respond to inquiries in-person as well as over the phone.
- Perform **group supervision** of campers with attention to: behavior and group management, health and safety, security and skill development.
- Ensure adequate & proper **coverage** of all youth and direct the **grouping of youth** for educational purposes and/or activities so as to enhance program performance and provide for individualized needs.
- **Manage** and develop team members; administer mid- and end-of-summer staff evaluations.
- **Plan, organize, coordinate, and participate in camp activities.**
- **Monitor** the program, supervise and administer all activities and assemblies.
- Ensure the **safety and security** of campers and team members.
- Run **morning briefings** daily with team and participate in leadership meetings.
- Coordinate and communicate **daily schedules.**
- **Interface** with camp parents/guardians through written and verbal communication. Administer mid- and end-of-summer **satisfaction surveys** (from parents/guardians).
- **Conduct tours** of the camp facilities and program areas to prospective camp families as needed.
- Attend camp events and facilitate trainings as necessary.
- Develop and maintain **partnerships and cooperative programming** with community groups, schools, and other agencies and departments.
- Provide general **supportive services** to reduce or alleviate barriers to active participation and maintain continuity in services for youth and their families alike.
- **Recruit** youth to participate in program activities.
- **Operate agency van** to transport participants to and from activities (as needed).

#### **D. Additional Responsibilities**

- Maintain **confidentiality** of all staff and participant records.
- **Perform other tasks** and assume such other responsibilities as assigned or delegated.

### **Reports & Outcome Management**

Monitor and analyze all performance outcomes to ensure alignment with contract requirements. Prepare and analyze reports to document the attainment of outcomes and ensure compliance with performance standards.

### **PRE-CAMP**

Ensure the following data is updated and/or submitted:

- Marketing and advertisement of camp program
- Summer Collab MOU
- Staff Position Qualifications (licensing)
- Activity Schedule (including vendors and trips)
- Training & Orientation of Camp Advisors

### **ON-GOING**

Ensure the following data is updated and/or submitted:

- Camp Master Schedule (adjustments)
- Incident/Accident Reports
- Satisfaction Surveys & Analysis (mid-camp and end-of-camp)
- Attendance/Hours Sign-in Sheets
- Staff Training
- Time & Effort Logs (as requested)

### Participatory Trainings/Meetings

- Attend supervisory meetings (weekly, unless otherwise noted)
- Attend agency, community meetings, events, trainings, and workshops (as scheduled or as the need arises)

*Note: Please be advised that this is not an exhaustive list of duties and responsibilities. Additionally, at the discretion of executive-level management, the position may be reassigned and responsibilities may be modified or changed at any time to fulfill organizational needs.*

### **Position Requirements:**

**Education:** Bachelor's Degree

### **Experience:**

- Prior staff supervision experience
- Performance management and facilitation experience
- Prior camp experience preferred

### **Certification Requirements**

- DEEDS (K-12) and/or Delaware First (Early Learning)/or to be obtain within first 60 days of hire
- Teaching certification preferred
- First Aid/CPR preferred, must be certified within first 30 days of hire
- Familiar with Licensing regulations

**Prerequisites:**

The knowledge and abilities which are required to perform the duties and responsibilities of this position are as follows:

**Ability to:**

- Be culturally sensitive.
- Maintain accurate reports.
- Work under pressure and manage varied and competing demands, meeting all related deadlines.
- Be pro-active regarding job responsibilities.
- Demonstrate proficiency in current and emerging technologies and their applications.
- Maintain confidentiality.
- Foster a collaborative team environment, within and between departments.
- Plan short-term and long-term work objectives.
- Demonstrate excellent judgment, interpersonal, written and verbal communication skills.

**Knowledge, Skills, and Abilities**

- Data management and reporting techniques.
- Customer service techniques.
- Community resources and organizations.
- Microsoft Office (Excel, PowerPoint & Word).
- Demonstrated skills in communicating information and motivating people to change their attitudes and behaviors.
- Effective interpersonal, problem solving, negotiating and relationship building skills.

**Special Requirements:**

- A satisfactory criminal background check, valid driver's license, and acceptable driving record are required at time of appointment and throughout employment in this position.
- Must be able to work a flexible schedule (including evening and weekends).

**Physical Tasks and Working Conditions Include the Following:**

The physical demands described in the job description 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.

Work is performed in an office setting. Office and classroom work requires sitting for periods of time and the use of a computer, keyboard, and screen, as well as teaching tools (whiteboard, projector, etc.). The incumbent sits, stands, walks, kneels, crouches, twists, climbs stairs and inclines, reaches, bends, grasps, pushes, pulls, and drags. Office/classroom work is often performed with moderate noise levels and requires close vision, color vision, depth perception, and the ability to focus. The incumbent must be able to move about to facilitate workshops, access files, operate equipment and office machinery, and lift and/or move up to 40 pounds. If the incumbent drives a vehicle on company business, he/she must be able to meet the physical

requirements of the driving class and have mobility, vision, hearing, and dexterity levels appropriate to the duties to be performed. Other duties as assigned.

**Equipment Use:** Telephone, copier/scanner, computer/laptop (Microsoft Office Applications), fax machine, tablet, and projector.

**Mental demands:** Solve problems, make decisions, exercise sound judgment, supervise, interpret data, organize, write, plan, prioritize, communicate clearly, de-escalate situations, model respectful non-abusive behavior, critical thinking, critical reasoning, attention to detail, ability to recall, coordinate schedules, work as a member of a team, and speak in public.

**Evaluation of Performance:** Performance in this position will be evaluated in accordance with the Personnel Practices Manual.