



Job Title: Club Experience Director

Job Type: Exempt; Full-time

Job Rate: \$62,400/annual

Job Location: Admin

Reports to: Senior Director of Program Services

Boys & Girls Clubs of Carson's Mission:

The Boys & Girls Clubs of Carson offers our young people a safe environment where they can have fun and be themselves, dedicated adult mentors who respect and listen to them, and outcome-based programs that empower youth to become lifelong learners.

PRIMARY FUNCTION:

Collects and analyzes data surrounding program success to ensure the Club's goals are achieved.

KEY ROLES (Essential Job Responsibilities):

- Initiate and set goals for programs based on the organization's strategic objectives.
- Collect and analyze data surrounding programs, contracts, and safety programs.
- Manage CQI and evaluate program success.
- Search for areas of improvement and present findings in meetings and reports.
- Incorporate improvements in future programs to maximize efficiency, efficacy, and member satisfaction.
- Evaluate success of contract goals.
- Evaluates effectiveness of safety training and quality initiatives.
- Ensures programs align with NYOI goals.
- Oversee identification and evaluation of opportunities to improve program effectiveness based on participation and achievement of stated goals.
- Recommend modifications to improve program performance, as appropriate.
- Provide leadership in developing the organization's outcomes, research strategies and plans.
- Develop and enhance the systems needed to gather internal and external organizational performance information and utilize it to assess, improve, and demonstrate organizational impact.
- Provide reports and projects of deliverables and their adaptation to generate member and Club specific data supporting mission and impact on youth.
- Monitor implementation of special grant programming.
- Identify gaps in training content and materials that need updating to generate higher impact and professional development among staff.

Supervision

- Trains, evaluates, and manages Youth Development Professionals (YDP) And NYOI staff.
- Oversees employees and provides specific feedback, coaching, and assistance.

ADDITIONAL RESPONSIBILITIES:

- May participate in special programs and/or events.
- May be required to drive Club van and obtain Class B license.
- May be required to help in other program areas.
- Assume other duties as assigned.

RELATIONSHIPS:

Internal: Maintains close, daily contact with Club staff (professional and volunteer), Club members, and supervisor to receive/provide information, discuss issues, explain guidelines/instructions; instruct; and advise/counsel.

External: Maintains contact with external community groups, schools, members' parents and others to assist in resolving problems and organizing locations for events.

REQUIRED SKILLS:

- Bachelor's Degree.
- Good level of responsibility, reliability, and punctuality.
- Ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific classes.
- Strong management and interpersonal skills.
- Ability to utilize a wide variety of reference, descriptive data and information.
- Ability to carry out instructions furnished in written, oral or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.
- Ability to deal with the general public.
- Ability to organize and supervise members in a safe environment.
- Proficiency in Microsoft Office.
- Mandatory CPR and First Aid Certifications and TB clearance.
- Valid State Driver's License.
- Vaccinated for COVID.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Tasks that involve the ability to exert physical effort, typically involving some combination of standing for long periods of time, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing, and/or pulling of objects up to 50 pounds.

DISCLAIMER

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.