



POSITION DESCRIPTION

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| TITLE: Program Director | MANAGER TITLE: Senior Program Director |
| INCUMBENT: | FLSA STATUS: Non Exempt |
| DATE: September 2020 | FT/PT STATUS: PART TIME |
| DISCLAIMER: The information presented indicates the general nature and level and work expected of employees in this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all job duties, responsibilities, qualifications and objectives required of employees assigned to this job. | |

SUMMARY

The Building Monitor is responsible for supervising the building and members when they are not in program while demonstrating the values of Sarah Heinz House (SHH). The incumbent will serve as a positive adult role model while maintaining a positive, professional relationship with members, parents, volunteers, staff and the community.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- *Sarah Heinz House Standard: To empower all youth, especially those who need us most, to laugh, learn and lead*
- Ensure the safety (physical, emotional, social, etc.) and meet the needs of the patrons in the building at all times
- Walk around the building continuously, concentrating on the lobby, cafe, games room and great hall and ensure that the members stay in the appropriate areas
- Oversee the public areas where members put their belongings
- Maintain positive attitude when dealing with members, families, volunteers, coworkers and staff
- Enforce and follow the rules of the building to all patrons
- Proactively address potential incidents to prevent them from progressing to larger issues
- Hold members accountable using appropriate behavior management techniques by addressing issues and discipline according to SHH policies
- Seek assistance from a Program Director only as needed
- Contact parents for minor discipline infractions as needed and on behalf of the Program Directors when necessary
- Complete incident reports as necessary
- Answer parent inquiries and direct them to the appropriate staff when necessary
- Oversee the flow in and out of the building
- Restrict parents and volunteers not serving SHH during your shift to the Great Hall and Cafe
- Complete communication log daily and read previous weeks logs
- Complete daily responsibilities including turning and logging in attendance tracking computers, locking up building, etc.
- Alert supervisor to issues in building through log book, email/text or face to face communication as necessary (for example computer is down, an area of the building was vandalized, etc.)

