

Nonprofit Resources

Youth Development Program Job Descriptions



Compliments of Merge Education

Nonprofit Resources

Job Descriptions

(excerpt from *Risks Worth Taking*)

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Venturing Together: Empowering Students to Succeed (a two-book volume)

Book One: *Fanning an Inner Flame: A Case for the Effectiveness of the Creative Arts in Human Services and Education*

Book Two: *Enlivening the Creative Spirit: A Strengths-based Educational & Mentoring Approach Using the Creative Arts*

Play By Heart (Music Curricula)

SETS: Student Evaluation & Tracking System

(After-school assessment software)

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Contents

1. Program Director
2. Assistant to the Program Director
3. Registrar
4. Bookkeeper

Job Descriptions

PROGRAM DIRECTOR

1. Oversee instruction
2. Recommend and oversee budgets. Budgets should include funding necessary for paying staff and buying equipment and materials
3. Develop relationships with fundraising, marketing, and development departments (if implementing your program within a larger organization)
4. Plan annual goals and prepare implementation schedule
5. Document and assess student/staff/program progress
6. Monitor evaluation input and data collection
7. Create and maintain an effective communication and feedback system
8. Hire and train teachers
9. Create structure for consistent teacher assessment and development
10. Establish a reporting schedule
11. Oversee and meet regularly with teachers and Program Assistant, if any
12. Maintain teacher roster
13. Process application forms and schedule students with appropriate teachers
14. Meet with teachers to assess after one month student trial periods
15. Review and approve teacher Time Sheets and Student Attendance Records
16. Maintain a standard for quality control
17. Maintain a regular communication and meeting schedule with Board of Directors and Advisory Board, if any
18. Purchase and maintain necessary equipment
19. Provide requested reports to funders
20. Maintain required legal, organizational, and human resource documentation
21. Promote community involvement to support the program

ASSISTANT TO THE PROGRAM DIRECTOR

Once the program requires more than full time attention by the PD, a program Assistant (PA) can be brought on. Following are considerations to ensure coordination between the two.

Duties for Ongoing Program Management

- The Administrative Team (Director and Assistant) should have a dedicated weekly meeting.
 - All meetings should be documented on a meeting form. This includes one-on-one meetings, teacher meetings, joint team meetings (program and organization staff) and phone meetings. If there is no meeting form available, the meeting should still be documented, with this attached and/or transferred to the meeting form.
 - All meetings should last at least 30 minutes but not more than 60; the average meeting should last 45 minutes.
- The Assistant should be available for memo writing, phone calls, e-mailing, etc., to keep communication moving forward.
- The Director and Assistant should copy each other on all outgoing e-mails. These should remain confidential.
- The Assistant should be familiar with the paperwork requirements of the organization and any assessment/program management software, and should assist the director in collecting all teacher time sheets. The Assistant should communicate to the teachers that this paperwork is required in order for them to get paid. No exceptions.

REGISTRAR

This position is responsible for three general areas of activity:

- 1) Program Registration/Scheduling
- 2) Reception
- 3) Administrative Assistance

This individual is relied upon to recognize and clearly communicate issues and needs related to scheduling and registering students in the program, as well as to serve as the center of other communications in the organization. This position carries a high degree of responsibility to ensure that time sensitive issues are handled appropriately.

Job Responsibilities

General Duties

- Adhere to the program Code of Conduct
- Identify challenges and concerns in areas of responsibility and respond accordingly
- Initiate communication required with directors and program managers to clarify priorities and issues
- Provide Directors with reports and information, as requested
- Attend meetings and events as a representative of program as requested

Reception Duties

- Answer phone and direct calls accordingly during regular office hours
- Check phone messages regularly and respond or route accordingly
- Route mail and email accordingly
- Receive funds and transfer to Bookkeeper

Program Registration/Scheduling Duties

- Process and track new student/contract inquiries
- Process new student and financial aid applications, maintaining regular communication with applicant throughout process
- Pursue financial aid for students who may qualify
- Register and schedule new students according to procedures
- Maintain and manage the waiting lists for financial aid and course schedules
- Send registration materials and financial aid notification in a timely manner
- Maintain student records in files and database
- Process lesson cancellations (both instructor and student initiated)

- Assist with scheduling makeup sessions
- Promptly communicate scheduling changes or issues to all affected parties
- Provide Bookkeeper with documentation of any activities that require nonrecurring charges and/or credits to student accounts
- Update and post studio and instructor schedules
- Update and distribute teacher rosters monthly
- Maintain strong relations and familiarity with families and agency contacts
- Identify and address any weaknesses in the inquiry/registration systems
- Register/arrange students into ensembles at request of Program Manager
- Communicate any program issues that arise with students to the program managers/Instructors involved
- Review monthly student statements and faculty invoices for accuracy

Administrative Assistance Duties

- Photocopy and distribute requested materials
- Maintain general files
- Write and send thank you letters and receipts for donations received
- Assist with preparing reports and updates for the Program Director, donors, and others
- Make phone calls and produce written correspondence, as requested
- Create fliers, calendars, brochure inserts, and other promotional items, as requested
- Package and send materials, as requested
- Assist in making arrangements for teacher, student, staff, and volunteer participation in special events, meetings, workshops, etc.
- Assist Program Managers in ordering supplies and equipment for studios

BOOKKEEPER

- Prepare and Post deposits to accounting software (such as QuickBooks)
- Post all other financial transactions in QuickBooks
- Reconcile accounts monthly
- Prepare and make monthly Federal Tax Deposit by the 15th of the month
- Post nonrecurring charges and credits to student accounts by the 20th of the month
- Set up new students and memorized charges in QuickBooks
- Maintain updated information on all students in QuickBooks, using information provided by registrar
- Create monthly student statements and provide to registrar for review and distribution
- Schedule and remit payment for bills due, on Director signature and approval
- Investigate and resolve delinquencies in accounts receivable
- Prepare monthly payroll and provide pay stubs to Director for review
- Back up QuickBooks weekly and email to Director
- Maintain files (hard copy or software) for AR and AP
- Provide monthly financial reports to Directors
- Provide requested reports and information to Accountant and Development Officers
- Complete Annual Licensing
- Complete all required Quarterly Reports
- Prepare annual W2 for all employees
- Submit reconciled annual W3 to SSA
- Prepare annual 1099 or appropriate Federal tax forms
- Assist in development of annual and/or project budgets, as requested
- Identify and address weaknesses in bookkeeping system

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