



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Supervised Visitation/Exchange Lead

YMCA: St. Cloud Area Family YMCA

Location: St. Cloud, MN

Job Summary:

Join a growing movement serving Central Minnesota in Youth Development, Healthy Living, and Social Responsibility. Serving over 12,000 and growing, we are opening our new YMCA in May of 2017!

Key Responsibilities:

The Lead will be responsible for the overall supervision of the YMCA Social Services Department in the absence of the Social Services Director. This person must be able to supervise staff, and program participants. They must also make sure that everyone follows safety standards, and policies of the YMCA, and the Social Services Department. This person should demonstrate excellent customer service skills dealing with program participants and support staff. This person should positively affect the operation of the branch.

MINIMUM ENTRY REQUIREMENTS:

1. Must have at least three years of customer service experience.
2. Experience on computers, creating invoices, public relations, and phone skills.
3. Certified in CPR, First Aid, AED or able to acquire within 60 days.
4. Managerial experience a plus.
5. Experience working in a Social Work, Criminal Justice, or Mental Health field.

PHYSICAL/MENTAL REQUIREMENTS:

1. Visual, auditory, and verbal ability to communicate effectively with people, monitor staff, and supervised visitations.
2. Ability to perform light physical activity.

JOB REQUIREMENTS:

1. Ability to work with a diverse group of people.
2. Ability to work accurately and at a fast pace.
3. Strong communication skills.
4. Must possess excellent human relations skills, fostering positive relationships with program participants and staff while remaining neutral.

5. Ability to simultaneously manage multiple priorities.
6. Knowledge of all emergency procedures for the YMCA and the Social Services Department.
7. Consistently available to work two Fridays out of the month, two weekends out of the month, and in the absence of the Social Services Director.
8. Must be able to read and understand court orders related to visitations, exchanges, and order for protections.
9. Ability to work independently and with little supervision.
10. Dedication to maintaining confidentiality of the program participants and staff information.

RESPONSIBILITIES:

- Perform minimal functions on DAXKO, the YMCA computer system, as needed for the Social Services program.
- Communicate any program issues to the Social Services Director.
- Responsible for creating the Social Work/Guardian ad Litem list and delivering supervised visitation summaries in a timely manner.
- Creating and maintaining county billing and keeping track of supervised visitation payments.
- Ensure all staff is in compliance with the dress code and program rules during the weekends or in the absence of the Social Services Director.
- Monitor staff and cover shifts when needed.
- Communicate in writing with professional staff on issues relating to staff concerns on weekends or in the absence of the Social Services Director.
- Attend weekly Lead meetings with the Social Services Director.
- Understand and have the ability to act on all emergency procedures.
- Stay current on all policies and practices by checking the communication log, scheduling book, and Lead binder.
- Maintain complete documentation and update case files.
- Attend monthly staff meetings and court hearings when necessary
- Advocated for children and families by offering appropriate feedback and referrals.
- All other duties as assigned by the Social Services Director.

Hourly: Negotiable based on experience.

Hours: Part-time 10-20 hours. Two Fridays out of the month and two alternating weekends out of the month.

HOW TO APPLY

Send resume, cover letter, and references to sara.ramirez@scymca.org

Closing Day/Time: February 16, 2018 4:30 PM Central Time

Contact: Sara Salas Ramirez