

YMCA of Indiana County

Miracle League Coordinator – Key Result Areas

High Payoff Activities: Generally those activities that have the biggest payback. Focusing time in these areas should produce the best chances for success for you in your position.

- Volunteer Development
- Program Growth & Retention
- Fundraising Support

Key Result Areas: These are the primary responsibilities of your job. These should be reviewed and agreed upon in advance of your starting the position. By putting attention to these items, you should prove to be competent in your position. This document is in addition to and must not be thought of as a replacement for your job description.

General Duties

- Always have a smile before you greet someone, answer the phone, make a call, or send an email. It will change the shape what you say and will encourage a positive experience.
- Know and use your participants and members names. Greet them by name and use names frequently.
- Ensure a safe and functional facility at all times. Report cleaning and repair needs appropriately.
- Be sure everything runs on plan while providing the best experience possible. Tell the behaviors you expect such as “wait until others are finished speaking before you speak”.

Volunteer Development

- Help your volunteers to grow as individuals by leading them in areas they need and in areas you need. They won't care about you and your program until you care about them, personally.
- Work with the volunteer coordinator to ensure volunteers are properly trained, properly dressed and following procedures. Prior attention and investing in them as individuals will help you through the season.
- Keep contact lists, procedures and department forms current and up to date.

Program Growth and Retention

- Excellent marketing and communication with volunteers, staff and participants is a must. Communicate with various methods early and often.
- Arrive a minimum of 5 minutes before the shift begins. Be 100% ready at scheduled start time.
- Caring and connecting with the participants is key to success, learning what they like and allow input when appropriate, into activities.
- Manage and achieve budgeted revenue while managing expenses.
- Program growth must be accomplished using available resources and connecting people with the great feelings they will have from involvement in the programs and activities.
- Program retention must be accomplished through a high quality program, strong interpersonal relationships (communication), caring and connecting with participants.
- Focus on strong values and a top notch program experience will lead to success.

Fundraising Support

- Identify, develop and deliver fundraising events with key volunteers to meet goals.

- Act as the key staff person for communication, coordination and approval of details and delivery of desired outcomes for the fundraising.
- Ensure the quality of the fundraising activities, signs, communication etc. meet or exceed the quality of the Y and the ML program.

Signature of Staff: _____ Signature of Leader: _____