



Workforce Development Program Handbook

2023-2024

YMCA OF MUNCIE



Our Mission

To put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

Standards

Identify students who represent Delaware County and embody a desire to grow in their character, classroom and community.

Guide participants in learning the tangibles needed for excellent customer service skills.

Creating readiness for participants to enter the workforce through necessary and appropriate training and mentorship.

Support the academic and social well-being of our participants and their peers.

Retain qualified youth leaders within our organization, communities and Muncie.

PARENT COMMUNICATION

Communication is vital to keep the program innovative, safe and fun. If you have any questions or concerns, please feel free to speak with Mr. Anthony Williams – Executive Director of Workforce Development. The best way to communicate is by email (anthony.williams@muncieymca.org) or calling (765) 381-2018 Ext. 1135 to schedule a meeting.



A. Training

“Training” is a synonym for all the forms of knowledge, skill and attitude development, which all program participants need to develop to their fullest potential in service to others through the YMCA mission. The YMCA considers training as a joint responsibility of the organization, community partners, guardian and participant.

The development and continuous improvement of participant skills and knowledge are essential to the effective operation and progressive development of the community. The YMCA will give high priority to training and development.

B. Attendance, Punctuality and Dependability (Absence and/or Tardiness)

Reliable attendance is a job requirement for all participants. Attendance and punctuality represent significant aspects of a person’s values. It is important that participants attend this program as scheduled. Dependability, attendance, punctuality and a commitment to actively participate are essential. Participants are expected at work on all scheduled workdays, during all scheduled work hours and to report to work on time.

Unsatisfactory attendance, including reporting late or leaving early, is cause for disciplinary action.

Excessive absenteeism, excused or unexcused, avoidable or unavoidable, is cause for “counseling”. Counseling is an open dialogue between the participant and the immediate supervisor regarding the situation and the need for improved performance. A participant must notify the Teen Director

as far in advance as possible, but not later than two hours before his/her scheduled starting time if he/she expects to be late or absent.

C. Participant Responsibilities

Behavior

Respect and a professional manner toward peers, members, visitors and co-workers is expected. It is essential that employees' attitudes and actions, both on and off the job, bring credit to the YMCA, since the YMCA is often measured by the conduct of its employees.

At the Y, we show up each day with our Y voice that includes welcoming, nurturing, helpful, determined and genuine.

Personal Appearance

Employees are personal representatives of the YMCA and should be well groomed and appropriately dressed for duties they are required to perform. A friendly smile and an attitude of interest and helpfulness are essential.



Social Networking Policy

The YMCA prides itself on the high standards of excellence embodied by the mission and values statement and operating principles. Ensure that your page's content upholds the YMCA's values as it relates to confidentiality, positive character, professionalism and respect for individuals and self. Therefore, your site should not include references to:

- Making defamatory statements about YMCA employees, clients, partners, affiliates and others, including competitors.

- Posting pictures, names, comments and any other information about current and/or former YMCA members without their express permission.

D. Conduct That May Result in Discipline

Examples of the types of conduct which may result in discipline include, but are not limited to:

1. Failure to satisfactorily perform job requirements.
2. Excessive absence or tardiness.
3. Leaving YMCA premises during working time without a director's approval; or failure to observe the participant work schedule; i.e., starting time, quitting time, break, etc.
4. Smoking in YMCA facilities or on the YMCA campuses.
5. Improper usage of YMCA property including, but not limited to, YMCA vehicles, phones, computers and copiers.
6. Engaging in horseplay, disorderly conduct, inappropriate physical and/or non-physical interventions, arguments or foul language.

Immediate Dismissal

It is essential to know that participation with the YMCA is at the mutual consent of the YMCA, program participants and their guardians. The YMCA may immediately remove a participant for any reason without prior discipline whenever it believes the circumstances warrant termination. Types of conduct which may result in immediate termination include, but are not limited to:

1. Theft or unauthorized possession of YMCA property, possession, use, sale or purchase of any illegal drugs.
2. Sabotaging, defacing or intentionally damaging YMCA property.
3. Walking off the job and/or putting others at risk. Assaulting or threatening to assault a member, another employee or other third party during working time, on YMCA property or program sites.
4. fighting or provoking a fight on YMCA property or program sites.
5. Serious violation of safety rules.
6. Verbal or physical abuse of any member, visitor or employee.
7. Engaging in any action that could constitute a criminal offense and possibly adversely affect the operation or reputation of the YMCA.



E. Purpose

The YMCA has a philosophy of Christian traditions and values which foster mental and physical development and growth of its members, participants and employees. In the final analysis, the YMCA of Muncie intends to do what it can to provide a drug-free, safe working environment to promote the health, well-being and productivity of its youth, members and employees.

CONCLUSION

Thank you for taking the time to review the information presented in this handbook regarding our Workforce Development Program. We sincerely hope that you and your child have an incredible experience this school year. If at any time you feel the program is not meeting your expectations, please do not hesitate to contact the YMCA so we can work together to address your concerns.

Intern-YMCA-Family Agreement

Program Entry Date: _____ Assigning Staffer: _____

Success comes from an atmosphere of mutual respect and cooperation. The following plan is designed for all parties involved to review, discuss and agree upon so students can grow, parents can support, YMCA staff can facilitate and success can be achieved by all.

Student: I will work and achieve to the best of my ability, therefore, I agree to do the following:

- Attend sessions regularly and be on time.
- Actively participate in all working hours during the paid internship.
- Share notes, assignments and other program information with my family.
- Show respect for my school, other people and myself.
- Obey the rules of the YMCA and other organizations participating in the program.
- Work cooperatively with staff personnel to have a positive and safe program.

YMCA: We want all our participants to achieve academically and socially, therefore, we agree to do the following:

- Communicate regularly with students and family regarding the program.
- Treat each student with respect and help each student to reach his/her fullest potential.
- Provide appropriate and effective instruction in a safe learning environment.
- Be a positive role model.
- Seek ways to involve families.

Family: We want our child to be successful, achieve academically and behave appropriately at school, therefore, we agree to encourage him/her by doing the following:

- Assure that my child attends sessions regularly and is on time.
- Communicate regularly with the Executive Director and/or Teen Director.
- Check notes or other program information and monitor for completion.
- Know and support all YMCA policies and rules.

My signature below indicates I understand the expectations and procedures established by the YMCA and that a YMCA staff member or administrator reviewed them with me. I understand that if these rules are violated, consequences will be determined according to the severity of the infraction.

Intern Signature_____ Date_____

Parent/Guardian Signature_____ Date_____

YMCA Staff/Administrator_____ Date_____