

TOUCH POINT CONNECTION (TPC) EMPLOYEE JOB DESCRIPTIONS

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EXECUTIVE DIRECTOR (ED)

See separate sheet.

DIRECTOR OF COACHING (DOC)

Nature of the Position

Ensures TPC's Coach Managers and Volunteer Coaches are trained in and are demonstrating "best practice" in their coaching, are employing appropriate tools and methodologies when coaching teens, and abide by policies and procedures.

Reports to: The Executive Director

Supervises: The Coach Managers

Works closely with: the Executive Director and Program Manager, as appropriate.

Part-time Position: .5 FTE

Location: Virtual, must have home office.

Specific Responsibilities

- Is an experienced and certified professional coach, with additional experience in training.
- Provides leadership, vision, and direction for all coaching and training aspects of the program.
- Directs and formulates plans for achieving and maintaining quality, high standards, and best practices for all coaching and training aspects.
- Manages and supports the Coach Managers, who in turn support and manage the Volunteer Coaches. Each Coach Manager supervises a caseload of Volunteer Coaches.
- Identifies program and training needs for both Coach Managers and for Volunteer Coaches and develops and executes strategies to meet those needs.
- Identifies, adapts and/or develops tools and methodologies, as they are needed.
- Leads trainings or directs and manages others to do that.
- In partnership with the executive director and program manager, the DOC reviews and monitors program activities, volunteer coach activities, teen progress, and data to inform their work and planning.
- The DOC is involved in program evaluation aspects as may be needed.

TOUCH POINT CONNECTION (TPC) EMPLOYEE JOB DESCRIPTIONS

COACH MANAGER (CM)

Nature of the Position

Oversees, manages, and supports a case load of Volunteer Coaches (VC) to ensure each adheres to the coaching model, each is delivering quality coaching, each upholds all policies and procedures, and each is fully engaged with the program to endure volunteer retention.

Reports to: Director of Coaching

Supervises: Manage a caseload of 60-65 Volunteer Coaches

Full-time Positions: Increases from 1.0 FTE to 3.5 FTE's over four years as the case load increases

Location: Virtual, must have home office.

Specific Responsibilities

- Is a professionally certified coach, preferably with experience in training.
- Oversees and manages a case load of Volunteer Coaches (VC) to ensure each adheres to the coaching model and upholds all the policies and procedures of TPC, the school, and the school district. This includes the school and the district's code of conduct/behaviors and Mandatory reporting requirements.
- Ensures TPC develops and retains community volunteers who have the skills and temperament to coach teens.
- Serves as the vital communications, support, and just-in-time training conduit between the Volunteer Coaches and TPC.
- Once assigned to a VC, conduct the intake interview, checks references, completes the Intake Report and provide that Report to the DOC.
- Once the coach is matched with their teen, guides the volunteer in the TPC processes and the school-related processes. Also via check-in calls, support the volunteer to lay the foundation for a trusting, non-judgmental coaching relationship with their teen.
- Provide once-a-month and just-in-time coaching support and guidance around coaching issues to the VC that are assigned to them.
- Monitor VC progress and needs as it pertains to their ability and skill development to perform their role as a coach for the TPC teens. Report those issues and/or development needs to TPC's DOC.
- Help deliver and participate in TPC Orientation and Training Days and on-going training workshops. Provide input, suggestions, and models for trainings. Conduct or help conduct Meet-ups and Teen Assemblies as asked.
- Respond to any VC immediate needs as they occur.
- Complete the CM Monthly report and submit that to the DOC.
- Interface directly and immediately with the DOC on issues requiring immediate attention.
- Interface directly with the DOC on issues or question that concern the school/district; the DOC will then determine the next step and is the communications link to the school/district. The only exception is if the DOC is not reachable and the volunteer or student is in harms way (to themselves or others) as per mandatory reporting requirement.
- Use the TPC data bases as appropriate for data input and as an information resource
- Participate in the group coach manager/DOC calls and training/development.

TOUCH POINT CONNECTION (TPC) EMPLOYEE JOB DESCRIPTIONS

PROGRAM MANAGER (PM)

Nature of the Position

Serves as part of the day-to-day leadership team with the Executive Director and the Director of Coaching by managing the relationship with the high school, communications with volunteers and potential volunteers, all training activities, and all record keeping and databases.

Reports to: The Executive Director

Supervises: .75 of the Program Assistant's work

Works closely with: the Executive Director, the Director of Coaching, and the Program Assistant

Part-time Position Initially: .5 FTE moving to 1 FTE as the case load and activities increase

Location: Virtual, must have home office.

Specific Responsibilities

Relationship Manager and Liaison with School

- Serves as the single point of contact with the high school liaison (head counselor), working closely with the liaison to manage all program activities, program schedules, and program issues, including Teen Assemblies, Orientation and Training Days, Matches, Meet-ups, Teen/Volunteer Celebrations events, and Volunteer Workshops.
- Interfaces with the School Liaison for any Mandatory Reporting incidences.

Program, Volunteer, and Communications Management

- Plans and organizes all program events and activities, with assistance from the Program Assistant, that are held on or off the schools site.
- In cooperation with the executive director and director of coaching creates a volunteer communication strategy to support, retain, and inform volunteers and volunteer coaches. Is responsible for executing that strategy, including correspondence and newsletters, with assistance from the Program Assistant.
- Compiles monthly reports that include match progress and volunteer coach data, identifying any issues, needs and potential strategies. Discuss those monthly with the DOC and ED.

Data Management

- Ensures that Volunteer Coach reports are being completed accurately and in a timely manner.
- Ensures complete and accurate data collection and data input by the Program Assistant, including Volunteer Coach reports, data input for the evaluation, and updating of the various program-related databases for events management.

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PROGRAM ASSISTANT (PA)

Nature of the Position

- Supports the Program Manager in all program-related activities, including volunteer coordination, communications and events coordination.
- Designs, manages and inputs data to maintain all TPC databases.
- Also, supports the ED, DOC and CM's as may be required.

Reports to and works closely with: the Program Manager
.75 FTE position moving to 1 FTE, as case loads and activities increase.
Location: Virtual, must have home office.

Specific Responsibilities

Volunteer Coordination, Communications, Desktop Publishing, and Events Coordination

- Guides potential volunteers through the fingerprinting process and coordinates this with the School District to ensure TPC receives written District approval for each volunteer. Also secures a written copy of parental permission documents for all teens in the program.
- Corresponds with all new or potential volunteers who contact TPC to enquire about the program or seeking information on becoming a Volunteer/Volunteer Coach, referring them to another staff member only when necessary. Guide the volunteers to appropriate FYI events, Orientation & Trainings Days. Guide them to complete all applications and fingerprinting.
- Coordinates and manages all program events and activities: scheduling, logistics, collecting supplies, preparing materials, communications and attendance. These events include: teen assemblies, meet-ups, orientation & training events, workshops, end-of semester events, FYI's, and volunteer social gatherings.
- With the program manager, creates all communications and correspondence for all events and activities. Tracks all responses and RSVP's.
- Publishes and distributes all TPC newsletters and group updates. Manages the distribution of such communications and responses. Ensures the databases for the various communication targets are accurate and up to date.
- Keeps the internal and external shared (virtual) calendars up to date and accurate.

Database Design, Management and Data Entry

- Creates new monthly Volunteer Coach (VC) report tabs for each VC. Ensures the VC's complete these reports. Transfers appropriate information from these reports to the evaluation reports.
- Collects and compiles monthly data as needed for staff review, e.g. match progress and volunteer data.
- Designs and manages the various TPC databases, to ensure they operate efficiently and effectively.
- Accurately inputs data, including Volunteer Coach reports, data for the evaluation, and information on volunteers, potential volunteers, and donors.
- Creates donor correspondence and ensures the donor database is accurate and up to date.

Additionally:

- Supports the executive director and the director of coaching in publishing, communications, events coordination, and board-related activities.