



AUSTIN17HOUSE

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A17H = Austin17House

ATTRIBUTES, TITLES, REQUIREMENTS, ROLES & RESPONSIBILITIES

Revision Date: 20220912

Austin17 House ~ Staff Attributes

- Team Player who fully understands/ supports/ is passionate about The Vision and The Mission of Austin17 House, and the Programs/Projects it provides
- Positive/kind/respectful/friendly/courteous/encouraging in actions as well as in oral & written words toward Youth, Families, Staff, Guests
- Lives/leads healthy, safe lifestyles inside and outside A17H which includes Respecting others' points of view, beliefs, without judgment,
- Creates emotionally & physically safe environment
- Respects and follows directives from leadership
- Takes initiative to effectively communicates with A17H team, asking for help, support, and clarification when needed
- Supports/nurtures young people to guide them toward their personal bests
- Skillfully handles high-risk situations & communicates incidents effectively with leadership
- Able to problem solve
- Seeks self-improvement through trainings and certifications
- Actively participates in meetings and trainings
- Works flexibly in changing environments (structured/unstructured; calm/chaotic)
- Accepts and responds appropriately to performance feedback
- Leaves personal stress at the door to be present and emotionally available to ALL

Opportunities at Austin17House

Executive Director (ED), Assistant Director (AD), Social Media Manager, Staff Coordinator, Safety and Security Coordinator, Program Director, Mentor, Role Model, Staff (Volunteer)

Roles and Responsibilities

As Austin 17 House Directors, Mentors, Role Models and Staff, we:

- Dedicate ourselves to supporting Mark Anderson's Vision & The A17H Mission
- Strive to Go Above and Beyond to exemplify the Austin17 House Staff Attributes

What does this look like?

- Leads by example while demonstrating qualities of confidence, creativity, & resilience both inside and outside of A17H
- Recognize, respect, and understand that the needs of the Youth Members at A17H will take precedence in all organizational decision-making, changes, rules, staff expectations, and policies
- Shows a willingness to learn & try new things: FAT = Faithful, Available, Teachable
- Empower, engage, & participate with Youth and Families and visitors to try new things/ learn new skills

AUSTIN¹⁷ HOUSE ASSISTANT DIRECTOR (Leadership Role) - Stipend Available

Time Commitment: 20 hours/week + 3 Volunteer Hours

Assistant Director works under the direction and guidance of the Executive Director and oversees and manages staff coordinator, safety and security coordinator, mentors, role models and staff.

Staffing

- Ensure that A17H is always staffed with committed individuals and sufficient programming, to create an environment that is safe and builds confidence, creativity and resilience for our participants
- Record and maintain detailed records of youth, staff and volunteer information and status
- Schedule interviews with new potential staff or volunteers, obtaining resume, references and background check
- Send background check to state for approval
- Oversee the establishment of contracts including weekly schedules, expectations, and compensation
- Provide frequent communication through quarterly evaluations to ensure volunteers are satisfied and assigned to the right position
- Ensure volunteers are trained and feel confident in responding to youth in distress
- Assign responsibilities to volunteers for special events
- Schedules annual trainings
 - Suicide Prevention
 - Mental Health First Aid
 - First Aid (CPR Certifications)

Programming and Curriculum

- Approve quarterly schedule of events and/or activities with Staff Coordinator and communicate changes/needs with the Executive Director
- Ensure items needed for activities have been purchased
- Recruit and build a team of mentors to oversee programs
- Implement the use of the RENEW Action Plans and SMART goals to empower youth to achieve both personal goals and goals related to the advancement of A17H

AUSTIN17 HOUSE STAFF COORDINATOR (Leadership Role)

Time Commitment: 10 hours/week + 3 Volunteer Hours

Staff Coordinator works under the direction and guidance of the Assistant Director and oversees and manages staff.

- A point of contact between the ED/AD and Mentors, Role Models and Staff
- Works directly with AD
- Recruits volunteers
- Conducts volunteer interviews and processes their criminal background checks
- Manages and schedules volunteer and volunteer interactions via CREW APP
- Runs scheduled Powwows and Debrief Meetings during program hours.
- Schedules and manages Quarterly Staff Evaluations
- Schedules annual trainings
 - Suicide Prevention
 - Mental Health First Aid
 - First Aid (CPR Certifications)
 - Other:
- Communicates Staff tardiness or absence to Powwow leaders and/or Staff during Pow Wow
- Participate in a minimum of two fundraising or community events a year

AUSTIN17HOUSE SAFETY & SECURITY COORDINATOR (Leadership Role)

- Supports Welcome Staff and Front Desk Sign-in Staff with their tasks when asked OR if a large group enters.
- Locks the fire door in between hall and out back
- Responsible for ensuring that all windows and doors are closed and locked at the end the evening or daytime events
- Ensures that smoke and CO detectors are in working order
- Maintains an inventory of First Aid supplies and notifies the Executive or Assistant Director of any First Aid supplies that need to be ordered or replaced.
- Ensures that each classroom and every common area has a small supply of readily accessible First Aid supplies
- Ensures that updated evacuation plans and procedures are posted in each classroom and common area
- Regularly walks the interior AND exterior perimeters of the building to:
 - Ensure that exits are clear
 - Ensure that Youth Members, Families, Visitors, and Staff are not alone
 - Ensures that strangers or unauthorized persons are not wandering within the building or on the outside property
 - Looks for potential safety hazards that may result in slips, trips, falls, bumps, etc. This includes inspecting furniture and materials commonly used by Youth Members, Families, Visitors, and Staff
- Participate in a minimum of two fundraising or community events a year

AUSTIN 17 HOUSE SOCIAL MEDIA MANAGER - Stipend Available

Time Commitment: 10 hours/week + 3 Volunteer Hours

Social Media manager works under the direction and guidance of the Executive Director and oversees and manages social media platforms.

- Passion for content creation and storytelling using photos, videos and other necessary means to express the mission and vision of Austin17House
- Develop and manage weekly social media content to be approved by ED or assistant on a weekly basis
 - Manage and distribute all content on social media channels, including the development, creation and uploading of social media content on a weekly basis
- Measure and report on performance of all social, digital, events and promotional marketing campaigns on a monthly basis (ANALYTICS).
- Work with the media team (photo, video, tech and podcasts) for monthly social media content and A17H branding
- Participate in event committee meetings and create content to promote events.
 - It is also the responsibility of the social media manager to be at all events, or have someone of the same field to cover the events on social media day of
 - Support the Events team on developing materials for organization events, seasonal programs and new events
- Manage guest interactions via social platforms, respond to queries in a timely manner

**PROGRAM DIRECTOR
(Leadership Role) - Stipend Available**

Time Commitment: 10 to 15 hours/week + 3 hours with Youth

Director works under the direction and guidance of the Executive Director and oversees and manages the overall success of A17H program

- Minimum: 5 years experience in their field OR within a certain skill set
- Minimum: 6 months as A17H Mentor with 2 - 3 written references from adults
- Complete program documentation (planning sheets, program evaluations, program outcomes, etc.) forms as needed for specific program/projects
- Research fun, engaging, educational projects to offer our Youth and Families
- Conduct student interest survey for programming
- Create a master inventory supply list and create a plan of maintaining inventory
- Design/develop 4-week duration programs/projects and quarterly programs/projects that include goals, action steps for meeting those goals, with clearly identified desired outcomes
- Plan, prepare supply/materials lists for programs/projects
- Research most economical means of acquiring program/project supplies and materials
- Submit materials/supplies list(s) to Assistant Director for approval and purchase
- Stay on budget and complete reimbursement forms for materials/ supplies AD approves purchases
- Create documentation/guides for approved program/project to assist Mentors/ Role Models who will help execute the programs/projects
- Train Mentors/Role Models for Project implementation, procedures, & share schedule
- Oversee Mentors and act as resource for project information/questions
- Meet w/Mentors on a monthly basis for check-ins and feedback regarding projects
- Encourage input from Mentors for future program development
- Evaluate success of programs/projects, make modifications when necessary for current and future projects, and track measurable outcomes
- Maintain a physical or electronic binder/file of all programs/projects created
- Participate in monthly Mentor meetings with Executive/Assistant Director(s)
- Attend Pow Wows and Debrief Meetings whenever on site
- Participate in fundraising efforts to sustain current programs and fund future programs- (i.e. grants, community donations, private donations, corporate funding)
- Communicate all Youth, Staff, and Family concerns to the Executive Director
- Participate in a minimum of two fundraising or community events a year

**PROGRAM MENTOR
(Leadership Role) - Stipend Available**

Time Commitment: Minimum of 6 hours/week; Minimum 12 months

Mentor works under the direction and guidance of Program Director and oversees and manages the overall flow of the Program and Role Models

- Adult (Age 21+)
- Minimum: 2-3 years experience in their field and/or within a certain skill set
- Minimum: 3 months as an Austin17House Role Model who consistently went above and beyond with demonstrating outstanding leadership qualities including, but not limited to the Austin17 House Personal Attributes
- Ensures the Program environment is emotionally/physically safe, clean, organized, creative, and enjoyable for everyone who spends time there
- Participate in monthly Mentor meetings
- Attend Pow Wows and Debrief Meetings during scheduled shifts
- Communicate/Collaborate regularly with Program Director
- Obtain Program/Project plan from Program Director. Reviews/asks questions for clarification and share ideas on how Program is to be run or how project(s) are to be completed
- Maintains/monitors inventory lists to ensure that necessary supplies/materials are available for projects
- Utilizes communication log during/at the end of each programming session
- Providing guidance to role models regarding programming/projects, implementation, and student behaviors/concerns/relationships
- Ensures that room organization is safe, maintained, workspaces are clean/neat, and materials/supplies are put away properly, and classroom windows and doors are secured at the end of the program time
- Reports concerns about Volunteers and Youth to Program Director and/or Executive Director/Assistant Director
- Looks for and uses “teaching moments” while involving Youth in the thought processes behind what is being done and why they are doing it
- Maximizes learning for Youth by giving them appropriate encouragement, autonomy, and levels of responsibility
- Ensures that Youth have what they need to be successful within the Program
- Notices individual skill levels of Youth and encourages them in new ways
- Works closely with and actively assists other Program Mentors with carrying out plans and activities associated with the Program
- Participate in a minimum of two fundraising or community events a year

ROLE MODEL

Time Commitment: Minimum 3 consecutive hours per week; 12 months

Role Model works under the direction and guidance of the Mentor and oversees and creates a safe and positive environment for youth to participate in.

- Adults (21+) or invited Adults (Age 18+) who have had a minimum of six months as an Austin17 House attendee who consistently went above and beyond with demonstrating outstanding leadership qualities including, but not limited to the [Austin17 House Staff Attributes](#)
- Works closely with Mentors to support them and Youth throughout Programming times
- Willingly assumes responsibility for a variety of tasks as needed or as directed by people in leadership roles
- Assists Mentor with setting up for the program 15-30 minutes prior to Youth arriving, to confirm programming, expectations and needed involvement
- Closely monitor the flow of the program/project activity to anticipate Mentor or Youth need(s)
- Assist Youth with projects through supportive words and encouragement as well as direct information about how to be successful with the project
- Checks in with Mentor to communicate student/supply/project needs AND to ensure that they are contributing and fulfilling their role as needed/expected
- Participate in a minimum of two fundraising or community events a year

STAFF (Volunteer)

Staff works under the direction and guidance of the Staff Coordinator and volunteers their time to help build relationships with community members and assist Mentors, Role Models and other Staff during programs, events, and other activities that A17H hosts.

- Engage with youth and families during programs, events and other activities that Austin 17 House hosts
- Supervise young people, families and visitors in their conversations ensuring that they are staying respectful of others and self (i.e. no profanity, harsh language, bullying, coarse-joking, racial remarks, etc.)
- Build relationships and discussion through group activities and games with fellow youth
- Follow established agreements and report negative student behavior to AD, Staff Coordinator, or Mentor and incident reports from any injuries
- Participate in our quarterly volunteer and team meetings
- Participate in a minimum of two fundraising or community events a year

Delegated Responsibilities can include:

Welcome Support (3-6 hours)

- Greets Youth, Families, Visitors, and Staff at the door with eye contact and a SMILE
- Directs Youth, Families, Visitors, and Staff to the sign-in desk to sign in
- Shares The Austin17 House Story with Visitors and answer general operations and general programming questions for Youth, Families, and Visitors
- Hands out and receives New or Completed Volunteer Packets
- Conduct building tours and escorts Youth to Program locations
- Calls Safety & Security on Walkie for assistance with a large group
- Supports Front Desk Sign-in Staff

Front Desk Sign-In (3-6 hours)

- Greets Youth, Families, Visitors, and Staff at the Sign-in Desk with eye contact and a SMILE
- Oversees the iPad for signing in Youth, Families, Visitors, and Staff. Compares Youth Members who are signing in with Smartwaiver to ensure that Youth Members are in our membership database AND have the appropriate permission slip
- Provide permission slips for Smartwaiver
- Communicates attendance and allergies to Kitchen Staff
- Ensures that Youth, Families, Visitors, and Staff Sign-out as they leave
- Calls Safety & Security on Walkie for assistance with a large group
- Supports Welcome Staff

Lead Communicator (3-6 hours)

- Runs Powwow and Debrief before and after programs with Staff Coordinator
- Confirms schedule of activities
- Ensures activities and areas are organized by checking in with Program Directors/Program Mentors
- Ensures volunteers are focused on and actively engaged with Youth Members
- Ensures that youth Members are not alone
- Encourages volunteers to connect/engage with isolated Youth Members
- Introduce volunteers and students during ice breakers
- Host ice-breaker game (15 - 20 minutes)
- Encourage Youth to join game and during open hours
- Reviews agreements during ice breaker
- Announce clean up time during dinner