



U.S Dream Academy

Position Description

Position Title Program Assistant (Teen)	FLSA Status Exempt	Last Revision Date: May 2017
Office Location/Department	Location Field	Reports to: Center Director

About U. S Dream Academy

Founded in 1998, U.S. Dream Academy’s vision is to break the cycle of intergenerational incarceration that affects society’s most vulnerable children and youth through an approach that emphasizes academic instruction and values-based character-building. The organization targets second grade through high school students, and seeks to intervene at critical points in their education before it is too late to provide the necessary support. U.S. Dream Academy has served over 9,000 students to date in neighborhoods that are high risk to include high crime rates, high levels of poverty, and little access to high quality academic support. The organization currently operates in seven (7) cities including: Washington, D.C.; Baltimore, MD; Philadelphia, PA; Houston, TX; Orlando, FL; Indianapolis, IN, and Salt Lake, UT. Due to the widespread demand for its program, U.S. Dream Academy is committed to expanding its reach to serve many more students than it currently serves and recognizes that it will need to build infrastructure and capacity in order to support this future growth. For more information, please visit: www.usdreamacademy.com.

Basic Function

The Program Assistant (Teen) must be a mature person possessing initiative, creativity, and adaptability. Must have an excellent ability to communicate with children of all ages. Must have the ability to quickly assess situations and make sound decisions. This person will have proficient knowledge of academic software, MS Office, database, and filing systems. For this position, **bilingual in English and Spanish, and experience working with teens are strongly desired** competencies.

Knowledge, Skills and Abilities

- Passion to educate and inspire children.
- Positive attitude and pleasant demeanor.
- Excellent ability to communicate with children, parents, and all levels of staff.
- Understand issues surrounding incarceration and the impact on families.
- Outstanding organizational skills and the ability to manage multiple tasks and projects to meet simultaneous deadlines.

- Proficient in MS Office applications, database software, internet, and social media applications.

Principle Duties and Responsibilities

- Assist with the implementation of a daily curriculum which encompasses the organization's core components; skill-building, character-building, and dream-building
- Assist center staff with special projects
- Lead children and teens in character-building activities
- Assist children with completion of homework
- Perform other program and clerical related duties as required

Competencies (Pillars) of the Dream Academy

- **Skill-building:** Academic failure has been shown to be the most important predictor of future incarceration. The core components for this pillar are assistance with homework and online learning.
- **Character-building:** Students utilize the Education in Human Values curriculum, a universal, values-based program that lays the foundation for students to understand and apply the five fundamental values of peace, love, truth, right action, and non-violence in their lives.
- **Dream-building:** Helps students to broaden their understanding of what their options and opportunities are, while eliminating the possibility of incarceration from their framework of reference.

Position Competencies

To perform the job successfully, the Program Assistant (Teen) should embrace and support U.S. Dream Academy's organizational concept, vision, mission, strategy, culture, objectives, and priorities by demonstrating the following competencies:

- **Attendance/Punctuality** - Is consistently at work and arrives to work on time; ensures work responsibilities are covered when absent; and arrives at meetings and appointments on time.
- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; accepts responsibility for own actions; follows through on commitments; and measures self against standard of excellence.
- **Ethics** - Shows respect and sensitivity for cultural differences; treats others with respect and consideration regardless of their status or position; works with integrity and ethically; and upholds organizational values.
- **Organizational Support** - Follows Dream Academy policies and procedures; responds to management direction; completes administrative tasks correctly and on time; and conserves organizational resources.

- **Teamwork** - Balances team and individual responsibilities; gives and welcomes feedback; and places the success of the team above own interests.
- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; and exhibits sound and accurate judgment.
- **Safety and Security** - Observes safety and security procedures within the mentoring setting; reports potentially unsafe conditions; and promotes a harassment-free environment.
- **Creativity and Innovation** - Promotes the creativity and innovation that flow from a diverse and learning professional team.
- **Continuous Improvement** - Be in an on-going state of self-assessment and improvement to continually refine self, systems, processes, policies and proven best practices, and grow towards maximum potential.
- **Interpersonal Skills** - Establishes and maintains cooperative, constructive, and cooperative interpersonal relationships with staff, peers, higher-level managers, and external stakeholders to accomplish the organization's mission.
- **Flexibility** - Flexible and open to new ideas and adapts to changing work situations and priorities.
- **Technology** - Demonstrates an ability to select and implement the appropriate technology and tools used in managing sales and business development efforts.
- **Conflict Management** - Appropriately addresses and minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner.
- **Attention to Detail** - Pays attention to detail and is exceptional with formatting documents and presentations. Proofreads, edits, spell checks documents, and ensures flow of content is grammatically correct.
- **Manage Competing Priorities** - Manages own time and organization resources to ensure efficiencies, deliverables are completed within agreed upon timelines, and multiple tasks are properly prioritized and managed successfully.
- **Adaptability** - Maintains flexibility and effectiveness when experiencing major changes in work tasks, deliverables, structures, processes, policies, and procedures.

Job Requirements

- Must be passionate about youth development; and support and work with youth in high risk communities and their families.
- Must have personal transportation with non-suspended driver's license.
- Must have experience working with pre-teens and/ or teens.
- Must have outstanding interpersonal and communication skills and be able to effectively communicate in a public forum, with a diverse population; and be able to effectively communicate with competence and passion about the mentor/volunteer program.
- Flexible and able to work the hours necessary to complete all assignments according to agreed upon timelines; and can demonstrate leadership ability when an assignment or deliverable needs to be renegotiated.



- Organized, efficient, and able to successfully function in a fast paced and demanding work environment supporting multiple key staff.
- Exceptional ability to write clearly, effectively, and informatively; demonstrating accuracy and thoroughness.
- Understand issues surrounding incarceration and the impact on families.
- Working knowledge of “best practices” in the field of Standards of Mentoring, mentoring programs, volunteer management, and youth development.
- Able to effectively manage competing demands, multiple tasks/projects, and meet deadlines on time and within budget.
- Ability to skillfully create and present PowerPoint presentations using MS Office applications, database, and spreadsheet software.
- Proficient in internet navigation and social networking technology.
- Proficient in data collection, data entry, and documentation.
- Possess critical thinking skills to analyze and proactively question and offer recommendations.
- Demonstrate professionalism, political savvy, and skills to ensure that all tasks and deliverables are completed in an efficient, timely, and high quality manner.

Education and Experience

- Must have high school diploma or equivalency.
- Two (2) to three (3) years of experience working with teens in an academic setting.
- Experience working with children living in high-risk communities is strongly desired.

Language Skills

- Ability to read, analyze, and interpret documents such as policies, procedure manuals, and research a variety of information.
- Ability to speak effectively and present information.
- Ability to prepare and present routine reports and correspondence.
- Ability to respond to common inquiries or complaints.

Work Environment and Physical Demands

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. While performing the duties of this job, the employee is occasionally required to stand, walk, sit, lift, use hands to finger dexterity, handle, or feel objects, tools, or controls, teach with hands and arms, climb stairs, balance, stoop, kneel, crouch or crawl, talk, and hear.

- Required to sit and/or stand for long periods of time.
- Intermittent physical activity including bending, reaching, standing, climbing stairs, kneeling, and/or stooping.



Specific vision abilities required by the job include close vision, distance vision; color vision, peripheral vision, depth perception, and the ability to adjust focus. Lifting twenty-five (25) pounds or greater is standard for this position.

Supervisory Responsibilities

None.

Employer’s Rights

This position description provides a general overview and may not list all the duties of the job. You may be asked by your supervisor to perform other duties related to your position and based upon organization priorities. You will be evaluated in large part based upon your performance of the deliverables and tasks listed in this position description.

The employer retains the right to revise this position description at any time. The position description is not a contract for employment; either you or the employer may terminate employment at any time, for any reason. The purpose of this position description is to provide you with a clear idea of the role and responsibilities for this position.

The employee is expected to adhere to all company policies and to act as a role model in the adherence to company policies and procedures.

I have received, reviewed, and understand the contents of this position description.

PRINT NAME: _____

DATE: _____

SIGNATURE: _____

DATE: _____