

JOB DESCRIPTIONS, CATEGORIES and DEFINITIONS

Accountant - Performs a variety of advanced accounting functions following standard accounting procedures. Maintains accurate and timely general and/or subsidiary ledgers. Compiles all or part of monthly closing statements and performs accounting reconciliation. Duties may include accounts payable and receivable functions, as well as preparation of agency payroll.

Accounting Assistant - Performs a variety of routine accounting functions following standard accounting procedures. Duties may include accounts payable and receivable functions, as well as preparation of agency payroll. Other titles may include: **Financial Assistant**.

Activity Assistant – See Program Staff.

Administrative Analyst - Provides a variety of administrative support services to a department head or other administrative position. Work includes providing staff liaison to the various departmental divisions and programs, outside agencies and the media. Performs under the general supervision of a department head or administrative position. May supervise subordinate support staff.

Administrative Assistant - Provides confidential administrative and secretarial support to an individual or office, supplies information, maintains files, schedules appointments, prepares correspondence, and relieves officials of minor administrative and business detail. Prepares correspondence and reports, maintains files, answers telephone, screens calls, may order and distribute agency supplies, responsible for preparation of board packets. Other titles may include: **Executive Secretary**.

Annual Gifts Coordinator/Special Events Coordinator - Responsible for the development of annual giving activities including memberships, scholarship funds, planned giving and activities/events related to those areas of giving. Coordinates major fundraising events. Position is usually supervised by Development Director.

Art Director - Supervises creative design and develops final visual images that communicate the organization's marketing objectives to the consumer. Familiar with a variety of the field's concepts, practices and procedures. Relies on experience and judgment to plan and accomplish goals. May direct the work of others. Typically reports to top management.

Artistic Director – Responsible for booking, organizing, developing and/or presenting events in a stage or theatrical environment.

Assistant Director/Deputy Director - Serves as assistant to the Executive Director. Acts for the Executive Director in his/her absence. May supervise program directors and be responsible for specific programs. May be assigned to assist Executive Director in overall administration and operation of agency activities. Other titles may include: **Executive Vice President, Associate Executive Director, Branch Director**.

Associate Executive Director – See Assistant Director/Deputy Director.

Branch Director - See Assistant Director/Deputy Director.

Bookkeeper - Maintains and records business transactions. Balances ledgers and prepares reports. Performs a variety of financial recordkeeping tasks. Typically reports to a manager or head of a unit/department.

Care Worker Director - Supervises direct care staff to insure effectiveness in daily activities, general care, and the implementation of established institutional policies and procedures. Ensures security, safety, control and well-being of clients.

Case Aide – See Caseworker (Non-MSW).

Case Manager – See Casework Services Director/Clinical Supervisor.

Casework Services Director/Clinical Supervisor - Responsible for administering and overseeing casework services of the agency, which may include planning and coordinating casework services with all agency activities. Offers leadership in developing casework/clinical practices, may plan and lead staff conferences and continuing education on casework, and/or confer with staff superiors about casework/clinical policies. Responsible for the

quality of casework in the unit and for the efficiency of caseworker staff or clinicians. Other titles may be: **Supervisor of Casework Services, Clinical Director, Case Manager.**

Caseworker (MSW) - Professional position performing a range of direct and indirect services within one or more specific programs. Performs assessments of dysfunctional behavior and emotional trauma by interviewing and observing clients and studying appropriate records. Develops and carries out appropriate treatment plans. Provides services to children and/or adults utilizing a variety of modalities, including crisis intervention, individual, group, and family interventions. Works as a member of a team, coordinating work with other professionals. Other titles may include: **Senior Caseworker, Social Worker II.**

Caseworker (Non-MSW) - Provides a range of direct and indirect services within one or more specific programs. Performs assessments of dysfunctional behavior and emotional trauma by interviewing and observing clients and studying appropriate records. Provides information and referral, as well as assistance to individuals in need of available community services. Other titles may include: **Case Aide, Social Worker I.**

Certified Nursing Assistant – Provides non-licensed nursing care to residents or clients. Completion of State approved nurse aide training program and State certification required.

Chief Financial Executive – See Chief Financial Officer.

Chief Financial Officer (CFO) - Responsible for overall budget development and management. Oversees fiscal operations, analysis and reporting including accounting and contract management. Establishes financial and accounting systems and procedures. Provides management with information relative to financial plans, budgets, transactions, inventories, tax status and related regulation. Ensures timely tax/government reports. Other titles may include: **Fiscal Officer, Chief Financial Executive.**

Chief Operating Officer/ Director of Operations - Oversees multi-departmental functions, including Human Resources, office systems, IT, benefit coordination, etc.

Clinical Director – See Casework Services Director/Clinical Supervisor.

Clinician/Nurse Practitioner/Physician Assistant – Responsible for the provision of medical services to clients.

Community Builder – See Community Development Specialist.

Community Development Specialist – Provides consultation and education services at the community level to address community wide issues. Other titles may include: **Community Builder, Neighborhood Coordinator, Community Organizer.**

Community Organizer – See Community Development Specialist.

Computer Coordinator - Primary function is to support computer users within the organization by helping others learn and use computers. May offer assistance in identifying technological needs for the organization, install hardware and software, facilitate repairs and oversee maintenance of computer systems. Other titles may include: **Computer Support Technician, System Administrator.**

Computer Support Technician – See Computer Coordinator.

Construction Manager – Operates the construction division. Conducts construction-related development on acquired buildings, develops and implements construction standards, specifications, and methods of contracting. Other titles may include: **Construction Coordinator.**

Convention and Meeting Position, Top Level- Responsible for planning and executing the convention and meeting activities of the organization. Responsible for securing convention facilities and selling exhibition space. May also participate in developing program content.

Counselor (MSW) - Professional position providing therapy for juveniles, adolescents, and/or adults utilizing individual, group, conjoint and family modalities of treatment. Conducts psychosocial assessments on referred individuals. Provides client service management to children and/or adults in emergency situations as well as long-term planning.

Counselor (Non-MSW) - Under the direct supervision of a Mental Health Professional at the Master's level or higher, provides therapy for juveniles, adolescents, and/or adults utilizing individual, group, conjoint or family modalities of treatment. Provides client service management to children and/or adults in emergency situations as well as long-term planning.

Curator I - Under general supervision, provides ongoing care and documentation of a large collection of artifacts and/or artwork for a museum or gallery, in accordance with relevant State and Federal laws and regulations, and museum/gallery policies and procedures. Coordinates the disposition of the collection, to include loans to other agencies and coordinates data management, reporting, and information sharing pertaining to the collection.

Curator II - Manages all museum collections including: acquisition, registration, organization, storage, and preservation. Responsible for exhibit production, educational programs, general research and preservation of the collection, and supervising staff and volunteers in collections care and interpretation work. Typically requires three to five years experience in the field.

Custodian/Janitor - Performs various cleaning duties in assigned areas of a specific building or office, including dusting, vacuuming, cleaning bathrooms, polishing floors and furniture, washing windows, removing trash, etc. Other titles may include: **Housekeeping Assistant**.

Data Entry Specialist – Maintains databases of clients, vendors, or other information for mailings and reports. Duties include data entry, generating reports, and updating information.

Dental Assistant – Assists the dentist in providing dental treatment. Maintains dental instruments, manages patient histories and charts, and controls supply inventories.

Development Director - Administers and/or supervises fundraising programs for the organization including corporate fund raising, direct mail, special events, proposal writing and planned giving. May also supervise or have the responsibility for public relations or marketing for the organization. Other titles may include: **Director of Major Gifts, Fund Development Officer**.

Development Officer for Planned Giving – Manages the solicitation and stewardship of major individual and planned gifts. Plans and administers giving programs that include major gifts, endowments, estate planning, bequests, etc. Position is usually supervised by Development Director. Other titles may include: **Director of Individual Giving, Planned Giving Manager**.

Direct Care Worker (Giver) - Works directly with clients in one on one or group settings. May lead educational, recreational or vocational activities for clients. May also provide direct or personal care to clients in their own homes, including bathing, dressing, grooming, etc. Other titles may include: **Personal Care Worker, Home Care Aide, Home Service Worker**.

Director of Individual Giving- See Development Officer for Individual and Planned Giving.

Director of Information Technology - Oversees the selection, purchase, installation and maintenance of all information technology including telephones, copiers, faxes, and both network and desktop hardware and software. Provides strategic direction for the organization in the overall development and implementation of a technology plan.

Director of Major Gifts – See Development Director.

Director of Nursing - Directs and manages all care and functions of nursing staff. Develops policies and procedures, conducts staff development and education, plans and evaluates care given, and works closely with the Medical Director to ensure care given meets and exceeds accepted standards of care and regulatory requirements.

Division/Department Director – See Program Director/Supervisor/Project Manager.

Driver - A responsible person with a clean driving record and a current driver's license. Requires experience in the operation of trucks and vans, and an awareness of safe driving practices. Responsible for keeping organization vehicles in good operating order.

Economic Development Specialist - Works to improve the business and working opportunities in communities.

Editor – see Marketing/Public Relations.

Employment/Education Specialist – Develops the curriculum for in-service sessions, designs the format and scheduling for job readiness, assists in acquiring skills for job seeking, acquisition, and permanence, and provides advanced employment support in order to maintain independent living.

Executive Director/Chief Executive Officer (CEO)/President/Chief Professional Officer (CPO) - Responsible for agency management including strategic planning. Develops and maintains agency-wide policies and procedures. Responsible to the Board of Directors for the overall operation of the agency, including strategic planning. Develops and maintains agency-wide policies and procedures. Ensures effective functioning of management staff, employees and volunteers through professional management and leadership practices.

Executive Secretary – See Administrative Assistant.

Executive Vice President – See Assistant Director/Deputy Director.

Financial Assistant – See Accounting Assistant.

Fiscal Officer – See Chief Financial Officer.

Food Service Director/Kitchen Supervisor - Directs and supervises food preparation and service. Hires and supervises kitchen staff, schedules staff, prepares menus, orders food and supplies, oversees cooking and cleaning.

Fund Development Officer – See Development Director.

Grant Writer - Develops resources, researches funding sources, and writes proposals to a variety of organizations. Works under general supervision and typically reports to a manager or head of a unit/department.

Head Cook - In direct charge of food preparation for various food services of the agency. Supervises prep cook and volunteer staff.

Home Care Aid – See Direct Care Worker (Giver).

Home Service Worker – See Direct Care Worker (Giver).

Homebuyer Counselor – Provides information, training, liaison, and support services to first-time homebuyers. Assists with credit, repair, financial management, and budgeting services. Other titles may include: **Housing Counselor**.

Housekeeping Assistant – See Custodian/Janitor.

Housing Counselor – See Homebuyer Counselor.

Housing Development Specialist – Assists clients in securing private and public financing for single family and/or multi-family projects as well as assembling development sites. Performs professional administrative tasks in the development, implementation and administration of a variety of housing programs, including land acquisition, financing, construction, marketing, and project lease-up. Works with housing developers of city sponsored or affordable housing. Other titles may include: **Senior Housing Manager**.

Housing Manager – Residential Units - Supervises housing staff and coordinates housing services, including managing and maintaining emergency and transitional housing units. Provides housing-related information, assistance and supportive services. Performs client outreach, application assistance and resource development.

Human Resources Assistant - Assists in administering all human resource functions. Reports to the Human Resource Director or Manager.

Human Resources Director - Develops, implements and administers human resource management programs. Responsibilities include managing employment and placement activities, orientation, training and development programs, and compensation planning. Participates in employee relation functions. Ensures understanding of and compliance with governmental regulations covering employees. May be responsible for health and safety and employee recreation program.

Intake Specialist - Under general supervision, maintains and reviews applicable regulations, determines client's eligibility, assists and/or refers clients to other resources, and provides outreach services.

Lawyer - Part of an organization's full-time or part-time staff, not a contracted employee. Depending upon the organization, the responsibilities could be project or program-specific. The responsibilities of this position may include providing general direction regarding legal matters and conducting legal research.

Licensed Practical Nurse (LPN) - Provides direct patient care at the level to which they are authorized.

Maintenance - Performs painting, repair and maintenance functions related to buildings, facilities, small machines, and equipment. Requires basic knowledge of general trade fundamentals sufficient to deal with and perform secondary repairs and maintenance work. Other titles may include: **Painter, Repair Technician**.

Marketing/Public Relations - Administers and supervises the public relations program of the organization, which may include the public promotion of the organization's objectives and activities through the media. Prepares and edits public information pamphlets and publications such as general bulletins, annual reports and newsletters. Maintains liaison with editors, writers and producers of news and information material. Other titles may include: **Editor**.

Neighborhood Coordinator – See Community Development Specialist.

Nursing Supervisor - First level supervisory position with administrative duties. Directly supervises those giving direct care. May be responsible for organizing and/or coordinating nursing staff training. May be required to provide direct patient care.

Office Assistant – See Secretary.

Office Manager - Supervises office activities and develops procedures and policies for office activities, such as: filing, dictating, records maintenance, word processing, faxing and mail distribution. May also be responsible for maintenance of office equipment and supplies. Relies on experience and judgment to plan and accomplish roles. Typically reports to a senior manager.

Outreach Worker – See Program Staff.

Painter – See Maintenance.

Personal Care Worker – See Direct Care Worker (Giver).

Planned Giving Manager – See Development Officer for Individual and Planned Giving.

Prep Cook/Cook/ Food Service Worker – Works directly under head cook. Assists in food preparation, cleaning, washing dishes.

Program Director/Supervisor/Project Manager - Responsible for supervising and administering a program of the organization, which may include planning, developing and coordinating the program activity and its departments with other organization programs. Supervises all paid and volunteer staff working in the program. Other titles may include: **Division/Department Director, Program Supervisor**.

Program/Outreach Coordinator - Responsible for administering a unit or sub-element of a program, which may include planning and development of activities. May also conduct research on prospective donors using external databases, public records, etc. Supervises all paid and volunteer staff working in the program. Other titles may include: **Prospect Research Coordinator**.

Program Staff - Makes routine community contacts with institutions such as schools, medical facilities, and local nonprofit organizations. Locates and makes use of appropriate community resources for clients, and works directly with clients towards making changes in their situation. Other titles may include: **Activity Assistant, Outreach Worker**.

Program Supervisor – See Program Director/Supervisor/Project Manager.

Prospect Research Coordinator – See Program/Outreach Coordinator.

Psychologist – Fully licensed psychologist providing assessment, testing, and counseling services to children/adolescents/adults.

Public Policy Position, Top Level - Coordinates and directs public policy and public information initiatives. Key responsibilities include reviewing, analyzing, and making recommendations regarding key governmental affairs and public policy issues.

Receptionist - Responsible for receiving and routing phone calls, which may include multiple lines. Provides greeting and general information to callers and visitors. May also perform routine clerical duties as needed.

Recreational Coordinator - Supervises, organizes, promotes and develops interest in activities such as: arts and crafts, sports, games, music, drama, social recreational, camping and hobbies.

Registered Nurse (RN) - Provides nursing care to clients. Administers prescribed medications. Maintains records of client care, condition, reaction and progress.

Residential Treatment Supervisor - Maintains the ongoing operation of a residence and supervises all residence staff. Conducts intakes, performs assessments, and provides ongoing case management.

Residential Treatment Worker - Provides clinical and case management services to a diverse consumer population including participation in needs assessments. May plan and coordinate group and individual activities. May transport clients. Contributes to the implementation of treatment/service plans.

Secretary - Maintains close and highly responsive relationship to daily activities of assigned supervisor. Transcribes dictation, schedules appointments, and relieves supervisor of clerical work, minor administration and business details. Composes and types routine correspondence. Plans own work to meet scheduled deadlines. Maintains files and filing systems. May supervise other clerical personnel. Other titles may include: **Office Assistant**.

Senior Caseworker – See Caseworker (MSW).

Senior Housing Manager – See Housing Development Specialist.

Social Worker I – See Caseworker (Non-MSW).

Social Worker II – See Caseworker (MSW).

Supervisor of Casework Services – See Casework Services Director/Clinical Supervisor.

System Administrator – See Computer Coordinator.

Teacher/Educator - Provides safe and healthy learning environment. Develops, organizes and administers classroom programs. Supervises the Teacher Aide and volunteers in classrooms.

Teacher Aide - Assists the teacher in all aspects of operating a classroom. Helps provide a safe and healthy learning environment, plans activities, and develops and carries out classroom programs and routines.

Technical Director – Responsible for the technical aspects (sound, lighting) of the theatre productions. Reports to executive director or artistic director. Ensures that each event runs smoothly and is of high quality.

Volunteer Coordinator - Promotes community interest in volunteer services for the agency. Plans and coordinates a continuing program of recruitment, interviewing, referral or placement, and recognition of volunteers. Provides volunteer training, keeps rosters and records of volunteers, and prepares reports on volunteer programs.

CATEGORIES OF NONPROFIT ORGANIZATIONS

Arts/Culture

- arts and culture
- music boosters organizations
- historical societies and related historical activities
- humanities
- libraries
- museums
- performing arts
- visual arts

Education/Research

- adult/continuing education
- elementary and secondary education (preschool – grade 12)
- PTA, PTO, parent teacher organizations
- graduate/professional schools
- higher education
- student services and organizations
- vocational/technical schools

Environment/Wildlife

- animal protection and welfare
- botanic/horticulture activities
- environmental beautification and open spaces
- environmental education and outdoor survival
- humane society
- pollution abatement and control
- specialty animals and other services
- veterinary services
- wildlife preservation and protection
- zoos and aquariums

Health/Human Services

- addiction prevention and treatment
- child and youth services
- crisis intervention
- day care
- dental services
- emergency assistance (food, clothing)
- emergency medical services
- family services
- half-way houses (mental health)/transitional
- health care financing/insurance programs
- health support services
- health treatment, primarily outpatient
- hospitals, nursing homes and primary medical care

Health/Human Services (cont.)

- housing
- housing support services
- mental health treatment and services
- personal social services
- psychiatric/mental health-primary care
- public health and wellness education
- reproductive health care
- rehabilitative medical services
- residential/custodial care
- temporary shelters

Philanthropy

- foundations
- United Way
- volunteer center

Public/Societal Benefit

- business / nonprofit services
- community / neighborhood development
- community coalitions
- community service clubs (such as Junior League)
- consumer rights / education
- economic development, urban and rural
- legal services
- media and communications
- public policy research, general
- public utilities
- transportation systems
- foundations

Recreation

- amateur sports
- camps
- Olympics and Special Olympics
- physical fitness and community recreation
- recreation/pleasure or social clubs
- scouts and camp fire
- sports training
- sports boosters organizations

Religious/Faith-based

- religious or faith-based organizations

DEFINITIONS

Cafeteria Plan – A plan which is defined in section 125 of the Internal Revenue Code. Employees may choose between two or more benefits or cash. Examples of benefits include life insurance, dental insurance, disability and accident insurance, and reimbursement of healthcare expenses.

Child Care Benefit – An employer-sponsored benefit which may include employer funding of child care, on-site child care, or off-site child care.

Defined Benefit Plan - A retirement plan that provides employees with a specific pension amount based on age and years of service; typically funded entirely by employer contributions.

Defined Contribution Plan (401K, 403B) - A retirement plan that sets aside a certain amount of money each year for employees with contribution amounts specified under the terms of the plan (may include a percentage of the employee's annual salary or a certain dollar amount from each paycheck); typically funded by a combination of employer and employee contributions.

Dental Plan - A type of group insurance which typically pays for some portion of dental services for an employee and dependents.

Flex-time – Work schedule in which an employee is required to work a minimum number of hours, but is given latitude in setting the exact arrival and departure times.

Flexible Spending Plan – A benefit plan which allows employees to place a certain amount of their pre-tax income into an account. Funds from this account can be used for certain health and dependent care expenses.

Health Maintenance Organization (HMO) – A health care plan in which members must receive care from within a network of providers unless referred elsewhere; coordinated by a primary care physician.

Health Savings Account (HSA) – A plan created by federal legislation which allows employees to set aside pre-tax dollars for future medical, retirement, or long term care premium expenses. The funds can roll over from year to year, and be transferred to new employers. To be eligible for an HSA, individuals must be enrolled in a qualified health plan with a high deductible.

Indemnity (fee for service) – A health care plan with no network of providers; the insurance company covers a percentage of all covered charges (typically includes a monthly premium, a yearly deductible, and a per visit copay).

Life Insurance – An insurance policy which provides a specified sum to beneficiaries upon the death of the insured. The policy may be contributory (contributions made by the employee) or non-contributory (no contributions made by the employee).

Long Term Disability (LTD) – An insurance plan which provides a portion of the employee's income in the event of serious illness or injury.

Medical Savings Account (MSA) – A plan created by federal legislation that allows self-employed individuals and employees of certain small employers with high deductible health plans to hold an account with pre-tax dollars to be used for medical expenses. The MSA can be taken with the employee to a new employer.

Optical Plan – A type of group insurance which typically pays for some portion of vision services for an employee and dependents.

Paid Time Off - A system for giving paid days off which includes a set number of days to be used at the employee's discretion; offered instead of separate vacation and sick/personal time off.

Preferred Provider Organization (PPO) – A health care plan which uses a network of providers; customers may go outside the network without referral, but costs may not be reimbursed entirely.

Point of Service (POS) – A health care plan in which members can decide whether or not to use services from the network of providers; services from within the network are provided similar to an HMO, those outside the network result in reduced benefits and higher out-of-pocket expenses.

Professional Development – Employer provided training to enhance skills and/or keep up to date in one's area of expertise.

Short Term Disability (STD) – An insurance plan which provides a portion of the employee's income for defined short-term disabilities such as pregnancy.

Supplemental Life Insurance – An optional benefit, purchased by the employee, which provides additional life insurance coverage.

Tuition Reimbursement – An educational benefit provided by employers in which tuition for courses taken by current employees is reimbursed in whole or in part. Coursework may or may not be required to be related to the position of the employee.

Work at Home Benefit – A policy which allows employees to work at home to complete some or all of their assigned duties.