

STANDARD 4: Leadership & Management

An effective program starts with a strong foundation. It's easy to get caught up in meeting the day-to-day needs of youth and forget to look inward on a regular basis. When our administrative practices are solid, and our staff is well supported, our programs are better prepared to help students thrive.

On this indicator, we are:
1 - Experiencing challenges
2 - Making progress
3 - Right on track
4 - Excelling

	What does sound leadership & management look like in the big picture?	How are we doing?
LM1	Our program has goals that are aligned with our mission.	1 2 3 4
LM2	We regularly review those goals against progress, and are flexible enough to recalibrate as needed.	1 2 3 4
LM3	We have strong financial management that supports our program's goals.	1 2 3 4
LM4	We have a plan for long-term financial sustainability.	1 2 3 4
LM5	We seek and nurture mutually beneficial community partnerships.	1 2 3 4

Notes & Examples



Leadership & Management

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	What does sound leadership & management look like when it comes to measuring youth outcomes?	How are we doing?
LM6	We regularly share information about our goals and outcomes to key stakeholders, including staff, youth, families, schools and the broader community.	1 2 3 4
LM7	We collect data about our program on an ongoing basis. This information is reviewed regularly to look for areas of improvement. We make changes and adjust our program based on what the data reveals.	1 2 3 4
LM8	We proactively collect, review and respond to feedback from youth, families, staff and other stakeholders.	1 2 3 4
LM9	We have an advisory board or similar consultive body that includes perspectives from both parents and youth.	1 2 3 4

Notes & Examples

	What does sound leadership & management look like in our staffing and professional development?	How are we doing?
LM10	Our staff follow a code of conduct. We're clear about our expectations for staff behavior, and have well-defined disciplinary measures in place if the code of conduct is broken.	1 2 3 4
LM11	Our staff receive training that is relevant to their position and responsibilities. For new staff, we provide orientation and onboarding before staff begin interacting with youth.	1 2 3 4
LM12	We conduct ongoing staff trainings that include current research and best practices in youth development so we can better understand, nurture and support young people.	1 2 3 4
LM13	We make professional development a priority. Our staff is encouraged to participate in relevant professional development opportunities, and we have a budget to fund ongoing learning.	1 2 3 4
LM14	Our staff and volunteers have passed criminal background checks. This information is kept on file alongside hiring documents and job descriptions, performance evaluations, emergency contact information, training certifications and other key records.	1 2 3 4
LM15	Staff in supervisory roles receive extra training and support in program management and/or staff supervision.	1 2 3 4
LM16	As part of our efforts to retain quality staff, we regularly recognize and demonstrate appreciation for their work.	1 2 3 4
LM17	We conduct yearly performance reviews for all staff, including our director or CEO, which includes reflection on skills specific to youth work (ex: interactions with youth, fostering youth voice, etc.)	1 2 3 4
LM18	We have a process for recruiting staff, and strive to attract and retain quality staff who are representative of the youth we serve.	1 2 3 4

Notes & Examples