

General Expectations and Procedures

AlphaBEST provides job descriptions to its team members to outline job requirements. The job description outlines **WHAT** team members are expected to do for AlphaBEST.

SITE DIRECTOR ROLE

- ✓ Always maintain supervision of both staff and students.
- ✓ Stay organized and maintain organization at your site.
- ✓ Be present and available for your team, parents, and school.
- ✓ Check in with Group Leaders frequently to ensure they are supported. Act as the point of contact for emergencies.
- ✓ Ensure all Team Members clock in/out daily.
- ✓ Daily approval of staff time.
- ✓ Implementing and supervising Expeditions.

BEHAVIORAL EXPECTATIONS

- ✓ Ensure that all staff members follow the AlphaBEST Code of Conduct.
- ✓ Site Directors should not be on their phones unless absolutely necessary—ask a Group Leader to step in if needed.
- ✓ Lead by example and step in when group leaders need help.



TIPS & TRICKS

Once all students have arrived and attendance is taken, have daily announcements with all students/staff to go over the day's schedule. This could also be a time to remind students of expectations and procedures, and even ask them to share some expectations.

Lead the Way:

Site Director management and leadership

Strong leadership is key to creating a positive and effective program. As a leader, you set the tone for the site's culture, teamwork, and success. You empower your team to deliver the best experience for children and families by modeling professionalism, enthusiasm, and clear communication.

As a Site Director, leadership in your role is one of the most important drivers of success in our business. You are essential to carrying out our mission each day. The Site Director shapes the daily experience for children, families, school partners, and staff. Strong site leadership creates a safe, engaging, and well-run program, builds trust with parents and principals, supports team performance and retention, and ensures consistent execution of the AlphaBEST promise. All of the information in this Site Success Guide is provided to make sure you have the resources you need to meet AlphaBEST's expectations in the critical role of Site Director. It is your responsibility to read this Guide and use it daily. If you have questions, don't be afraid to ask. We are here to support your success and want you to use the resources available to you, including the support and leadership teams. We are ready to help you as you learn your job, grow your skills, and launch into whatever you want to be at AlphaBEST!

TEAM MEMBER EXPECTATIONS:

- ☑ **Team Members must wear uniform:**
 - AlphaBEST Shirts
 - AlphaBEST Badge
 - Jeans or Pants
 - Closed-toe Shoes
- ☑ **Maintain a professional appearance.**
- ☑ **You should arrive no later than 15 minutes before students arrive. Punch in when you begin work.**
- ☑ **Maintain a professional appearance.**
- ☑ **Punch in and out daily based on your actual time worked.**

STAFF AND SITE SPECIFIC ORIENTATION:

- ☑ **Site Director performs the On-Site Orientation with all team members within the first five days of their start date.**
- ☑ **Discuss attendance expectations:**

• Texts	• Emails
• Call-offs	• Scheduling time off
• Punching In/Out correctly	• Training time vs. work time
- ☑ **Schedule staff meetings and verify site-specific duties.**



COACHING AND MENTORING

Site Directors act as mentors and coaches to guide and support their Group Leaders in growing their skills and confidence.

By providing consistent feedback, encouragement, and opportunities for development, they help ensure a strong, capable team that delivers the best outcomes for children and families.

- ✓ **Site Directors should regularly check on Group Leaders to ensure smooth operations.**
- ✓ **Use positive reinforcement and provide constructive feedback.**
- ✓ **Ensure Group Leaders are following safety protocols and adhering to AlphaBEST standards.**
- ✓ **Ensure Group Leaders are following activity plans for expeditions and community circle activities.**

WHY MENTORING MATTERS

SKILL DEVELOPMENT:

Mentoring helps Group Leaders build essential skills such as:

- **Classroom Management**
- **Effective Communication**
- **Lesson Facilitation**

CONFIDENCE BUILDING:

With guidance and support, Group Leaders gain the confidence to make decisions, handle challenges, and engage with children effectively.

CONSISTENT PROGRAM QUALITY:

Mentoring ensures Group Leaders understand and uphold AlphaBEST's standards, creating a consistent, high-quality experience for students and families. A consistent schedule provides stability for the children and prevents unwanted/unpredictable behavior.

STRONG TEAM DYNAMICS:

Mentorship builds collaboration, trust, and a supportive environment, leading to a more cohesive and effective team.