



JOB DESCRIPTION

Community Based Mentoring Program Coordinator

TITLE: Community Based Mentoring Program Coordinator
STATUS: Full-time Exempt
RESPONSIBLE TO: Program Director and Executive Director
WAGE RANGE: \$14.00-\$16.00 per hour (DOE), 40 hours per week

QUALIFICATIONS:

Education: Community Based Coordinator (CBC) must have a minimum Bachelor's degree in social services or related field.

Skills: CBC must have experience working with both child and adult populations; specific assessment, intake or interview experience preferred. CBC must have excellent oral and written communication skills reflecting solid customer service and high-level interviewing skills. CBC must have ability to form appropriate assessment-based relationships, relate well in multicultural environments, maintain confidentiality throughout daily operations, effectively collaborate with other volunteer match staff; use time effectively; and focus on details. CBC must develop ability to collect meaningful data and draw solid conclusions. CBC must have some experience with computer programs including Microsoft Word, Outlook, and Excel, be highly organized, detail-oriented and use time effectively. CBC experience with Salesforce is a plus. CBC must have a car, valid driver's license, and meet state required automobile insurance minimums.

Personal: CBC must be mature, able to convey warmth and acceptance, and be able to establish rapport with clients and volunteers. CBC must be in agreement with the philosophy of BBBS. CBC must also be flexible and possess a sense of humor.

Position Summary:

- 1. Enrollment and Matching:** This position is responsible for providing high-level customer service throughout the effective implementation of the volunteer and child enrollment and matching process in accordance with the Big Brother Big Sister standards of practice, and volunteer options. The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time, customer satisfaction.
- 2. Match Support:** This position is responsible for providing match support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers. The successful incumbent will produce positive outcomes in the following areas: match support contacts completed, match closure rate, frequency of match closures, average match length, volunteer rematch rate, and customer satisfaction.

RESPONSIBILITIES:

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- Conduct volunteer enrollments, including: individual orientations, interviews, and completion of any other enrollment processes.
- Conduct client enrollments including in-home parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.
- Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.
- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Review and follow-up on references as appropriate. Immediately bring to the attention of supervisor concerns regarding reference information, which may influence the volunteer enrollment process.
- Conduct volunteer and client reassessments/updates as indicated.
- Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful match. Effectively align volunteer interests and qualifications with service options of agency.
- Provide timely and comprehensive reports and recommendations for participation in the program based upon assessments of each individual volunteer.
- Follow process through to next point of contact.
- Determine matches and facilitate match meetings in accordance with volunteer and family schedules.
- Makes recommendations for training and support needs.
- Maintain accurate paperwork for each match according to BBBSA and agency standards.
- Enter information into Matchforce as information is gathered.
- Through scheduled in-person, telephone and electronic contact, ascertain that the elements of child safety, match relationship development, positive youth development and volunteer satisfaction are fulfilled, and that potential problems and barriers are identified and addressed as early as possible. Promptly notify supervisor regarding concerns, which may negatively impact the match.
- Document and monitor all elements of match support and supervision in Matchforce.
- Assess individual training needs, information and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.
- Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
- Develop, market and present match activities that offer volunteers and children a variety of opportunities for group interaction and agency affiliation.

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- Establish, monitor and meet goals for match length and customer satisfaction, assess match impact on youth development.
- Conduct exit interview with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates prematurely or unexpectedly refer exit interview to supervisor for completion.
- Conduct surveys to measure Youth Outcomes and strength of relationship.
- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parent's employers and affiliations.
- Identify and promote re-engagement of volunteers as Bigs, board members, donors and in other volunteer capacities.
- Participate in agency recruitments.
- Other duties as assigned.

COMPETENCIES:

1. **Customer/Client Focus** – Is dedicated to meeting the expectations and requirements of customers/clients; gets first-hand information and uses it effectively; talks and acts with customers/clients in mind; establishes and maintains effective relationship with customers/clients and gains their trust and respect; deals effectively with diversity.
2. **Interpersonal Savvy** – Relates well to all kinds of people; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; capable of diffusing difficult situations; doesn't show frustration.
3. **Sales/Marketing** – Ensure customers feel they have been listened to; establish credibility quickly; create and seize opportunities to match customer interest with program options; display enthusiasm and commitment; maintain a positive "can-do" attitude; answer detailed questions about program options; position each inquiry for program involvement.
4. **Listening** – Practices attentive and active listening; has the patience to hear people out, can accurately restate the opinions of other.
5. **Results/Outcome Oriented** – Is motivated by results; can be counted on to meet and exceed goals successfully; bottom-line oriented; pushes self for results; sets clear objectives and measures, monitors process and progress.
6. **Sizing Up People** – Can clearly articulate the strengths and limitations of people; can accurately project what various people are likely to do across a variety of situations; asks good questions and probes all fruitful sources for answers; looks beyond the obvious and doesn't stop at the first answers. Identifies incomplete information and strives for understanding. Makes good decisions.
7. **Approachability** – Is easy to approach and talk to; spends the extra efforts to put others at ease; can be warm, pleasant and gracious; is sensitive to and patient with others; builds rapport well; is a good listener.
8. **Organizing** – Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner; follows established process; identifies information and incomplete information in time to do something about it.



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PROPER WORK ETIQUETTE:

Dress Code: Inappropriate clothing, jeans and/or tennis shoes are not allowed. Professional attire is required.

Confidentiality: Absolute confidentiality is required. The CBC will have access to personal information regarding volunteers and clients. A breach of confidentiality will result in immediate dismissal.

Work Attitude: CBC is expected to work on the job. If the amount of work or intensity of work is not satisfactory, this could be cause for dismissal. If CBC has any questions regarding a project or task, they should feel free to ask any questions. Asking questions is better than doing something inaccurately. CBC will be working with many volunteers, parents, and board members. CBC is expected to be pleasant and helpful. It is important that accurate information is dispersed. General office etiquette is expected to be adhered to.

Policy and Procedure Compliance: CBC is required to read and comply with the policy and procedures manual at all times. Time for reading the manual is given during the initial training period, but the CBC should continue to maintain knowledge of the manual's standards and requirements.

COMMUNICATION:

The supervisor may provide an on-going evaluation of the CBC's performance and other work habits. CBC should feel free to also communicate if they are unsure of an assigned task, any proper office etiquette, or anything else of concern to the Program Director. A formal evaluation (without pay increase) may be held one month after employment (or sooner if the need arises). This will also serve as a mutual time for communication.

TRAINING:

CBC is required to participate in all agency in-service trainings.