



Big Brothers Big Sisters of Flagstaff
School Based Mentoring Program Coordinator Job Description

TITLE: SBM Program Coordinator
STATUS: 30-35 hours per week, Part-Time Exempt or Part-Time Non-exempt (at the discretion of the Executive Director)
RESPONSIBLE TO: Program Director and Executive Director
APPOINTMENT: Program Director and Executive Director
WAGE RANGE: \$15.00 - \$16.00 DOE
BENEFITS: Health Eligible with 50% employee contribution

QUALIFICATIONS:

Education: SBM Program Coordinator (hereafter referred to as PC) must have a Bachelor of Arts or Bachelor of Science degree.

Skills: PC must be able to develop public contact and communication skills. PC must have the ability to manage day to day operations for the school-based mentoring program. PC must have the ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction, effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating; relate well in multicultural environments; effectively collaborate with other volunteer match staff, use time effectively; and focus on details. Must be able to develop the ability to collect meaningful data and draw solid conclusions. PC must demonstrate effective writing and verbal skills. PC must represent the agency in a professional manner and must be able to demonstrate initiative, responsibility and accountability. PC should have a car, valid driver's license, and meet state required automobile insurance minimums. PC should have some computer experience with Microsoft Word, Outlook, and Excel.

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

Position Summary: This position is responsible for overseeing all daily operations of the SBM program. The PC assures that all program requirements are met, including meeting program, agency and grantor requirements. PC completes all required reports for the program. PC assures that Customer Relations Specialist, Enrollment and Match Specialist and Match Support Specialist staff perform their duties as they relate to SBM program. PC reports regularly to Program Director and Executive Director regarding status of the program. The successful incumbent will produce positive outcomes in the following areas: required program match numbers, match



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support contacts completed, frequency of match closures, average match length, match closure rate, volunteer rematch rate, and customer satisfaction.

RESPONSIBILITIES:

- Recruit and enroll volunteer mentors. Interview, assess, train and match mentors with mentees using Big Brothers Big Sisters of America's rigorous and timely standard Service Delivery model.
- Recruit and enroll mentees. Interview and assess mentees at school sites.
- Collect information on all program participants, including collecting and entering evaluation data for participants at each school and obtain necessary school records as required by grant guidelines.
- Assure that all elements of match support and supervision are followed. Assure that families and volunteers are monitored and supported as outlined in the service delivery model.
- Supervise SBM Match Support Specialists and Interns.
- Hire and train school site facilitators.
- Act as a substitute facilitator or mentor as needed.
- Provide school faculty with information regarding the program.
- Assist in arranging guest presenters and ideas for group presentations, crafts, etc.
- Confirm attendance for sessions at each school and arrange for substitute mentors as needed.
- Gather feedback from facilitators regarding the matches and provide on-going support to the facilitators.
- Monitor and assess all assigned cases for progress/ completion of case plan goals and/or current or potential problems.
- Maintain an accurate log of all matches, enter match data into database and complete monthly caseload reports.
- Process initial calls from potential volunteers and clients.
- Actively participate in in-service trainings.
- Complete other duties as assigned by the program director or the executive director.



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COMPETENCIES:

- **Customer/Client Focus** – Is dedicated to meeting the expectations and requirements of fellow staff, volunteers, children, parents and agency partners; talks and acts with them in mind; establishes and maintains effective relationships with customers/clients and gains their trust and respect; views her/his role as adding value to the experience of volunteers and children in their match relationship; builds parental support for the match; deals effectively with diversity; demonstrates high degree of flexibility and adaptability.
- **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 attitude; answer detailed questions about program options; position each inquiry for program involvement.
- **Priority Setting** – Spends her/his time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- **Listening** – Practices attentive and active listening; has the patience to hear people out, can accurately restate the opinions of other even when he/she disagrees; understands child safety issues and is vigilant in recognizing signs of problems.
- **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 the needs and interests of others; builds rapport well; is a good listener.
- **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 comfortably; doesn't show frustration.
- **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.
- **Understanding Others** – Listens carefully to various points of view, whether or not he/she agrees; suspends judgment until others have had their say; accepts diversity in others. Ability to mediate and create middle ground understanding.

PROPER WORK ETIQUETTE:

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



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Professional attire is required.

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

Work Attitude: PC 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 PC has any questions regarding a project or task, they should feel free to ask any questions. Asking questions is better than doing something inaccurately. PC will be working with many volunteers, parents, and board members. PC 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: PC 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 PC should continue to maintain knowledge of the manual's standards and requirements.

COMMUNICATION:

The supervisor may provide an on-going evaluation of the PC's performance and other work habits. PC 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 PC. 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:

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