



Big Brothers Big Sisters
of the Laurel Region

JOB DESCRIPTION

4/5/18

Position Title: School-Based Mentoring Coordinator	Overtime Status: Full-Time, Non-Exempt
Department: Program	Location: Greensburg, PA
Reports To: Program Director	Number of People Supervised: 0
Schedule: 37.5 hours/week, some evening and weekends required	Salary Range: \$26,000-\$32,000

POSITION PURPOSE

Based in Greensburg but responsible for programming in all of Westmoreland and Fayette Counties, the primary functions of this position are to drive the strategic direction for the agency’s mentoring programs; and to ensure match growth and development, through volunteers and children being appropriately enrolled, matched, and supported according to Big Brothers Big Sisters of America’s Standards of Practice for child safety and positive impacts on youth.

JOB RESPONSIBILITIES:

The following statements reflect the general duties, responsibilities, and competencies considered necessary to perform the essential functions of the position and should not be considered as a detailed description of all the work requirements of the position. BBBS may change the specific job duties with or without prior notice based on the needs of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- “Customer Relations” duties include, but are not limited to:
- Respond to inquiries in positive manner promoting BBBS programs. Determine best way to get volunteer involvement, obtain preliminary contact information, and schedule enrollment interview.
 - Send forms or information as needed to volunteers, families or school administrators.
 - Respond to all calls regarding enrollment status or general information. Provide prompt and informative responses.
 - Check references and conduct background checks for volunteers.

“Enrollment and Matching” duties include, but are not limited to:

- Conduct client enrollments including parent/child interviews, child safety education and enrollment processes.
- Ensure a high-level of proficiency and skill 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.
- Review and follow-up on references as necessary to gain additional data to complete the assessment process.
- Conduct volunteer and client reassessments/updates as indicated
- Assess volunteer “fit” to BBBS. 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. Consult with other service delivery staff and/or supervisor as appropriate.
- Maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
- Determine matches and facilitate match meetings. Accommodate volunteer and family schedules.

“Match Support” duties include, but are not limited to:

- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible. Match support is provided on a frequency according to BBBS Standards, at a minimum.
- Assess and provide for 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 expertise 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, promote and implement individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, annual events, and reengagement strategies.
- Effectively utilize program data to assess match impact on youth development.
- Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer exit interview to supervisor for third party assessment.
- Consult with other service delivery staff and/or supervisor as appropriate.
- To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.

Other duties:

- Coordinate volunteer trainings in collaboration with other match coordinators to provide ongoing, timely, and appropriate education to volunteers.
- Assist with agency events including Bowl for Kids’ Sake, other fundraising or outreach events, as needed.
- Other duties as assigned

ADDITIONAL DUTIES AND RESPONSIBILITIES

Maintain customer service at levels that meet or exceed expectations of all clients, i.e., community, corporate, and institutional partners.

Distribute information in a timely manner and fashion to the appropriate agency staff members.

Develop prototypes of forms and records as requested.

Attend staff development workshops/trainings as requested.

Take inquiries from volunteers and clients as needed.

Conduct orientation and training sessions for parents and volunteers as requested.

Assure that all activity and contacts with clients, volunteers, staff, and outside agencies regarding matches is accurately documented.

Adhere to agency policies and procedures.

CRITICAL COMPETENCIES	HIGH PERFORMANCE INDICATORS
CONTINUOUS QUALITY AND PERFORMANCE IMPROVEMENT	Able to encourage team members to share ideas that lead to improvement; minimize barriers to accomplishing the team's work; hold others accountable for identifying and removing obstacles that negatively affect quality; monitor the group's process for quality and efficiency issues that become targets for improvement; establish measures/benchmarks to track individual and/or team performance.
DECISIVENESS AND JUDGEMENT	Able to consider both the short and long term impact of decisions; plan for how the consequences of decisions affect the team; coach others to make effective decisions; hold others accountable for making sound decisions; make and act on decisions even if they are unpopular. Able to establish resources and/or processes to gather information/data for problem solving or analysis; create an environment that supports cross-functional analysis and problem solving; ensure that organization-level decisions are based on data and sound reasoning.
DEVELOPS CAPABILITY	Able to proactively coach others to help improve their contribution; provide positive as well as constructive feedback on an ongoing basis; take responsibility for holding regular coaching and development discussions with team members; delegate assignments which provide others learning opportunities; reinforce the value of active learning and highlight its organizational impact for others; seek ideas from others in improving the team's capabilities; ensure that others are taught key skills.
FLEXIBILITY AND ACHIEVING CHANGE	Able to help others overcome their resistance to change; gain others' willing participation for change initiatives; help others translate new change goals into practical implementation steps and adapt to change without disruption of productivity; coach others in accomplishing goals in an unstructured environment. Able to pursue and generate innovative ideas that further the group or team's goals and foster an environment that encourages innovation.
GETS RESULTS	Able to create an environment of accountability for meeting agreed upon expectations; hold others accountable for managing the performance of a group; eliminate barriers to group performance; lead/champion efforts that increase productivity and goal accomplishment throughout the group or team; drive the implementation of systems that reward employees for contributing to group or team goals.
STRATEGIC ALIGNMENT	Able to ensure that all systems in the group or department are aligned toward achieving strategic goals; continually communicate and reinforce the highest priority initiatives to keep the group or department focused on the right things; hold others accountable for meeting the needs of the group or department rather than optimizing the performance of only their function; ensure that the group or department has broad strategies and plans that focus on community needs; set and articulate a compelling vision for the group or department. Able to focus team on delivering services in a way that enhances / maximizes performance.
VALUING DIVERSITY	Able to make diversity/inclusion an integral part of overall long term plan; sponsor/mentor individuals from a variety of backgrounds and perspectives; communicate and enforce a department-wide zero tolerance policy toward inappropriate, illegal or discriminatory behaviors; hold all managers (including self) accountable for achieving diversity/inclusion goals; make departmental or team changes that enhance workforce diversity. Able to communicate internally and externally that diversity/inclusion is an integral part of how your organization does business.
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 relationship with customers/clients and gains their trust and respect; views her/his role as adding value to the experience of volunteer and donor relationships; deals effectively with diversity; demonstrates high degree of flexibility and adaptability.
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
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.
LISTENING	Practices attentive and active listening; has the patience to hear people out; can Accurately restate the opinions of others.

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.
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.
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.
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 informal and incomplete information in time to do something about it.
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.
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.

POSITION QUALIFICATIONS

Education Level: Bachelor's degree required.

Work Experience: 3-5 years of related work experience required with progressive management responsibilities preferably at the senior management level. Experience in child/youth development field preferred.

Skills and Knowledge:

- Ability to communicate in English, both orally and in writing
- Ability to operate standard office equipment (phone, fax, copier, scanner, voice mail, email)
- Ability to work independently and complete tasks without continual monitoring
- Demonstrated ability to make presentations that move people to action
- Intermediate knowledge of MS Outlook, MS Word, MS Excel, MS Power Point
- Ability to maintain records in an accurate, complete, organized, factual, and descriptive manner.

Have access to a reliable means of transportation for the purpose of performing job-related tasks, i.e, events, meetings, appointments.

Possess a current valid license for the operation of an automobile and have a minimum of \$100,000 to \$300,000 liability (copy of current insurance coverage must be on file).

Ability to present or obtain PA Criminal and Child Abuse Clearance background checks, and other checks as requested.

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

Minimal physical requirements to include walking, standing, sitting at work station; normal office environment.

Travel will be required, based on needs in fulfilling essential job duties and responsibilities.

EQUAL EMPLOYMENT OPPORTUNITY

To give equal employment and advancement opportunities to all people, we make employment decisions at the Agency based on each person's performance, qualifications, and abilities. Big Brothers Big Sisters of the Laurel Region does not discriminate in employment opportunities or practices on the basis of race, age, color, religion, national origin, gender, marital status, sexual orientation, veteran status, disability, genetic information, or any other federal, state, or local protected class.

We will make reasonable accommodations for qualified individuals with known disabilities unless making the reasonable accommodation would result in an undue hardship to BBBS.

Our Equal Employment Opportunity policy covers all employment practices, including recruitment, screening, selection, job assignment, compensation, access to benefits, training, discipline, termination, and other terms and conditions of employment.

ACKNOWLEDGEMENTS

Supervisor: I have approved this job description and reviewed with my employee.

Signature:

Date:

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

Executive Director Approval:

Signature:

Date:

NOTES/COMMENTS

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