



## JOB DESCRIPTION

<b>Position Title: BEYOND SCHOOL WALLS (BSW) MENTORING SPECIALIST</b>	<b>Overtime Status:</b> <b>Non- Exempt</b>
<b>Department: Program Team</b>	<b>Salary Range: \$30,000-\$37,000 annually</b>
<b>Reports To: VP of Programs or Program Director</b>	<b>Number of People Supervised: 0</b>

### POSITION PURPOSE

The mission of Big Brothers Big Sisters (BBBS) is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. We are entering a growth phase as an organization and looking to build our amazing team. Working as part of the BBBS team allows you to use your experiences, talents, and passion to create bright futures that are full of hope for every child in the Treasure Valley. Our high achieving team knows that the work BBBS does every day plays a critical role in helping to create an equitable and just community that values every family and child. If you share our belief that a one-to-one mentoring relationship is the best way to unlock the potential in every child in our community, we encourage you to consider joining us in the fight for a successful future for all children.

Essential to the BBBS brand, the primary functions of this position are to provide Match Support to a group of matches and to facilitate the day-to-day functions of the Beyond School Walls (BSW) Mentoring program.

The primary function of Match Support is to provide support to our matches. A match is the pairing of a volunteer mentor (Big) and a child (Little). Match support includes ensuring child safety, positive impacts for youth, and a strong sense of affiliation with BBBS on the part of the volunteer. Match Support ensures that the volunteer and child are appropriately enrolled, matched and supported while executing a high degree of independent judgment when utilizing BBBS standards and practices.

As the Beyond School Walls Mentoring Specialist, this position also oversees the growing Beyond School Walls mentoring program. This program is a partnership between local businesses, schools/afterschool programs and BBBS that provides mentoring relationships between employees of the partnering company and children from a local school. These matches meet onsite at the place of business. In this position, the BSW Mentoring Specialist will facilitate curriculum, support matches and act as the primary point of contact for all partners involved in this program. This role requires strong relationship building skills and an ability to balance several priorities at once.

### ESSENTIAL DUTIES AND RESPONSIBILITIES – MATCH SUPPORT

Through ongoing contact with matches, assess and document the match relationship with a focus on: child safety, match relationship development, positive youth development and volunteer satisfaction. Ongoing Match Support is provided on a frequency according to BBBS Standards, at a minimum.

Assess each match individually and provide necessary support (training, information, resources) on a regular basis to ensure a positive youth development experience for the child, and successful and satisfying experience for the volunteer

Identify real and/or potential problems and barriers within matches. Develop strategic interventions to strengthen match relationships.

Effectively measure outcomes of volunteer and child involvement by collecting and managing necessary agency-wide surveys.
Conduct necessary match support with all parties at match closure to assess reasons for closure. Determine re-match potential and document as necessary.
Identify opportunities to re-engage volunteers in other volunteer capacities (Bigs, board members, donors, etc.)
Ensure child safety is of utmost importance. Exhibit a high-level of knowledge of child safety issues, risk management, and policies and procedures in every aspect of job. Identify areas of risk and safety concern for volunteers, children and their families and address appropriately.
Assist other BBBS staff to determine matches and facilitate match meetings. Accommodate volunteer and child schedules.
To ensure quality services, document and maintain accurate and timely records for each match according to standards using agency-wide information management system (Matchforce).
Share with development and/or marketing BBBS staff any potential partnerships with current volunteers and parents and their respective employers and affiliations.
Support BBBS' core values of child safety, positive outcomes, research based best practices and equity for every child and family in our community through ongoing learning. Continued education is a critical part of every position within BBBS. Opportunities to learn and grow in key agency areas are provided and include topics such as justice, equity, diversity and inclusion (JEDI), trauma informed approaches, and youth protection.
<b>ESSENTIAL DUTIES AND RESPONSIBILITIES – BEYOND SCHOOL WALLS MENTORING</b>
Assist in the enrollment process for both volunteers and children in the BSW Mentoring Program. This includes, but is not limited to, interviews, training, pitching matches and match meetings.
Once volunteers and children are enrolled, provide Match Support duties and responsibilities with BSW Mentoring matches.
Create and implement curriculum activities for on-site match activities. Involve partners in idea generating, facilitation and assistance when necessary.
Facilitate all match meetings and ensure appropriate staffing is in place to provide instruction and guidelines for activities.
Effectively measure BSW mentoring outcomes of volunteers and children in BSW Mentoring Program by collecting and managing data through reports and surveys. Track and analyze data as needed and report necessary information to partners and BBBS staff.
Act as primary point person for all partners in BSW to ensure ongoing engagement and stewardship.
Work with other BBBS staff to ensure ongoing recruitment and enrollment efforts of Littles for the BSW Mentoring program.
Consult and collaborate with other BBBS staff and/or supervisor to ensure smooth transition among functions and to foster overall BSW Mentoring Program growth and development.

<b>EDUCATION &amp; RELATED WORK EXPERIENCE</b>
<b>Education Level:</b>
Minimum bachelor's degree in social services, human resources or related field preferred or a minimum of 3-5 years of compatible work experience (see below)
<b>Years of Related Work Experience:</b>
Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics. Specific assessment, intake or interview experience preferred. Must have car, valid driver's license, and meet state required automobile insurance minimums.

SKILLS AND KNOWLEDGE		
	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	X	
Excellent oral and written communication skills reflecting solid customer service both in-person and on the telephone.	X	
Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction.	X	
Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating.	X	
Ability to relate well in multicultural environments.	X	
Ability to effectively collaborate with other volunteer match staff, business partners and community organizations; Ability to collaborate with agency leadership team.	X	
Ability to use time effectively.	X	
Ability to focus on details.	X	
Excellent relational assessment skill.	X	
High-level interviewing skills.	X	
Ability to form appropriate assessment-based relationships.	X	
Ability to relate well in multicultural environments.	X	
Ability to maintain confidentiality throughout daily operations.	X	
Ability to collect meaningful data and draw solid conclusions.	X	
Ability to work independently and able to contribute as part of a team.	X	
Spanish Speaking a plus.		X

WORK ENVIRONMENT / PHYSICAL REQUIREMENTS
Minimal physical requirements to include walking, standing, sitting at workstation, inputting information into computer, normal office environment. Flexible work hours to meet customer needs, including hybrid work from home option. Must have valid Idaho driver's license, reliable transportation, current insurance, vehicle registration and be able to travel locally. Mileage is reimbursable.

### ***Equal Employment Opportunity***

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

### ***Americans with Disabilities Act***

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

### ***Job Responsibilities***

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job 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.

<b>ACKNOWLEDGEMENTS</b>	
<b>Creation Date:</b>	<b>Revision Date:</b>
<b>Supervisor: I have approved this job description and reviewed with my employee.</b>	
Signature:	Date:
<b>Employee: I have reviewed this job description with my supervisor and acknowledge receipt.</b>	
Signature:	Date:
<b>Human Resources:</b>	
Signature:	Date: