



<b>JOB TITLE:</b>	Program Coordinator I – Match Support
<b>FLSA STATUS:</b>	Non-Exempt, Full Time; weekend and evenings required
<b>DEPARTMENT:</b>	Programs - Community Based
<b>LOCATION:</b>	Seattle
<b>SALARY:</b>	\$17.00/hour + Generous benefits including vacation and sick leave, 100% employer paid medical, dental, vision, and long term disability for employees, 401 (k) employer match and EAP
<b>MANAGES:</b>	N/A
<b>REPORTS TO:</b>	Program Manager – Community Based Match Support

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**Our Mission:** Big Brothers Big Sisters of Puget Sound provides children facing adversity with strong and enduring, professionally supported one-to-one relationships which change their lives for the better, forever.

*Each employee in Big Brothers Big Sisters of Puget Sound helps to extend the mission of the agency in particular ways as outlined in the position description. The essential functions of the position include, but are not limited to the following:*

#### **JOB SUMMARY:**

This position is responsible for supporting volunteers, parents & children in our Community-based program. The Program Coordinator is responsible for matching Big Brother and Big Sister applicants with Little Brothers and Little Sisters and maintaining contact with matched pairs to ensure a successful and viable relationship. This role supports our organizational goal of helping all kids reach their inherent potential, especially youth of color who are disproportionately impacted by systematic barriers. Evening hours are required with some weekend hours required for events and activities. People from diverse communities are encouraged to apply.

#### **JOB RESPONSIBILITIES:**

##### **Essential Functions, Responsibilities and Accountabilities**

- Manages and supports caseload through entire process
- Maintains documentation to assure accountability, effectiveness, and efficiency
- Available on evenings and weekends to support program activities and events, as well as to best reach clients.
- Initiates ongoing enhancements to agency practices

##### **Supporting Community-Based Matches**

- 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.
- Document and monitor all elements of match support and supervision in a comprehensive and professional way
- Enter and maintain database changes in addresses, phone numbers, workplaces and other volunteer/client information
- 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, as well as policies and procedures throughout all aspects of the job function

- Conduct exit interviews, with all parties, at match closure. Assess reasons for match closure and re-match or re-engagement potential. When match terminates, pre-maturely or unexpectedly, submit exit interview to the Director for final review and signature
- Participate in required trainings/on-going professional development/coaching in the areas of:
  - Race and Equity
  - LGBTQ Competency and Support Strategies
  - Youth Development Best Practice
  - Trauma Informed Practices
- Apply the practices and principles attained in your BBSPS trainings/on-going professional development/coaching to all mentors, mentees, and families

### **Enrollment Responsibilities**

- May conduct volunteer enrollments, including: individual orientations, interviews, and completion of any other enrollment processes.
- May conduct client enrollments in their home including parent/guardian and child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.
- Review all enrollment information and assessments and make recommendations for participation in the program based on this information.

### **Agency Support Responsibilities**

- Establish, monitor and meet goals for new match growth, match length, support contact compliance, and customer satisfaction.
- Coordinate with other departments to identify possible partners and partnerships, staff and promote agency events, and provide support for other efforts as necessary.
- Utilizes educational opportunities and related resources to improve agency service.
- Promotes and maintains cooperative working relationships with other community organizations.
- Other duties as assigned by the Program Manager and/or the Vice President of Programs.

### **JOB QUALIFICATIONS:**

- Bachelor's degree is required for this position
- Access to reliable automobile, valid driver's license, auto insurance required
- Understanding of child development and family dynamics
- Understanding of issues/barriers that impact children and families from underserved populations.
- Effectively collaborate with other volunteer match staff
- Ability to collect meaningful data and draw solid conclusions
- Proficient in Microsoft Word, Excel and Outlook
- Able to work independently exercising good judgment, decision-making and problem-solving skills
- Able to succeed in a fast-paced environment required.
- Able to work with confidential information required
- Available to work evenings and weekends on a consistent basis
- Excellent oral and written communication skills reflecting solid customer service both in-person and via the telephone

**COMPETENCIES NEEDED TO BE SUCCESSFUL WITHIN OUR ORGANIZATION:** We work with each employee to generate professional development plans that reinforce skill-building and demonstration of growth in each of the following competencies.

- Core Competencies
  - Accountability / Workload Management
  - Customer Service Orientation
  - Growth Mindset, Adaptability
  - Cultural Sensitivity
  - Collaboration
  - Expertise in Area of Focus

- Leadership Competencies
  - Develops & Motivates Others
  - External Relationship Builder
  - Team Effectiveness
  - Emotional Intelligence
  - Organizational Growth Orientation
  - Problem-Solving
  - Initiative & Results Driven

**WORK ENVIRONMENT:**

The environmental conditions described are representative of those that must be met by an employee to successfully perform the functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Routine office environment.
- Frequent independent travel.
- Physical demands: While performing duties of job, employee is occasionally required to stand; walk; sit; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Work environment: The noise level in the work environment is usually moderate.
- Phone time: 90% of work will be spent on the phone contacting volunteers, parent/guardians, and Littles.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Job Description may be subject to change to meet the needs of the organization. Management retains the discretion to add or to change the duties of the position at any time.

*Equal Employment Opportunity*

BBBSPS is committed to the principle of equal employment opportunity for all qualified individuals. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate.

*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.

*Your employment with BBBSPS is "at will," meaning that either you or BBBSPS may end your employment at any time and with or without cause.*

**To Apply: Please submit a cover letter and resume to [jobs@bbbSPS.org](mailto:jobs@bbbSPS.org) with "Program Coordinator – Match Support" in the subject line.**