



JOB TITLE: Senior Program Coordinator, Young Brothers Collaborative
LOCATION: Seattle
FLSA STATUS: Non-Exempt
SALARY: \$20.50/hour DOE
BENEFITS: Generous benefits including 100% employer-paid medical, vision, dental, life, and LTD; 401k match; sick, vacation, and personal holiday leave

Our Mission: Big Brothers Big Sisters of Puget Sound creates and supports one-to-one mentoring relationships that ignite the power and promise of youth.

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 recruiting, interviewing, and training of volunteers, parents & children. The Senior Program Coordinator will assist in the matching of 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. The Senior Program Coordinator will maintain a caseload of Community-Based matches, including the matches of the Young Brother Collaborative, our group-based mentoring pilot designed to reach more males of color. The Senior Program Coordinator will also be responsible for coordinating the Young Brothers Collaborative, and assist in educating the community regarding the goals of the agency and encouraging participation. This position will connect children facing adversity with positive adult mentors who can help transform their future. The position also works with community partner organizations to effectively serve youth participating in the Young Brothers Collaborative. This role supports our organizational goal of helping close the opportunity gap for children of color, who are disproportionately impacted. The qualified candidate will support and lead the agency's Black Male Achievement initiative, working with volunteers, families and other staff. **Evening and weekend hours are required.**

JOB RESPONSIBILITIES:

Essential Functions, Responsibilities and Accountabilities:

- Identifies the needs for and conducts outreach for new volunteers and children. Collaborates with Outreach team.
- 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.
- Represents the agency in community-wide initiatives related to youth violence prevention and Black Male Achievement.

Agency Support Responsibilities:

- Utilizes educational opportunities and related resources to improve agency service.
- Promotes and maintains cooperative working relationships with other community organizations.
- Participates in agency events to assist with annual fundraising goals.
- Assumes other responsibilities as they arise.

Enrollment Responsibilities

- Assists in the adapting and delivering of our Pre-Match Training for our volunteers involved in YBC.
- Assists in identifying and referring qualified youth and mentors to participate in YBC.

Supporting YBC and other Community-Based Matches

- Through scheduled in-person, telephone and electronic contact, ascertains 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.
- Documents and monitors all elements of match support and supervision in a comprehensive and professional way.
- Enters and maintains database changes in addresses, phone numbers, workplaces and other volunteer/client information.
- Assesses individual training needs, information and support needs for each match participant to assure a positive youth development experience for the child, and a successful and satisfying experience for the volunteer.
- Ensures high-level proficiency in applying child safety and risk management knowledge, as well as policies and procedures throughout all aspects of the job function.
- Conducts exit interviews, with all parties, at match closure. Assesses reasons for match closure and re-match or re-engagement potential. When match terminates, pre-maturely or unexpectedly, submits exit interview to the Director for final review and signature.
- Supports all qualifying participants/referrals through the Young Brothers Collaborative.

Other

- Establishes, monitors and meets goals for new match growth, match length, support contact compliance, and customer satisfaction.
- Coordinates with other departments to identify possible partners and partnerships, staff and promote agency events, and provides support for other efforts as necessary.
- Other duties as assigned by the Director of Programs.

JOB QUALIFICATIONS:

- Bachelor's degree is required for this position; a degree in social services, human services or related field preferred
- Experience working with a range of people from diverse backgrounds.
- Required to communicate (verbally and written) in English.
- Available to work evenings and weekends on a consistent basis
- 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.
- Ability to effectively collaborate with other staff
- Ability to collect meaningful data and draw solid conclusions
- Proficient in Microsoft Word, Excel and Outlook
- Ability to work independently exercising good judgment, decision-making and problem-solving skills
- Ability to succeed in a fast-paced environment
- Ability to work with confidential information required
- Excellent oral and written communication skills reflecting solid customer service both in-person and via the telephone

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:* 95% 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.