



JOB TITLE: Middle School Program Coordinator (Spanish Bilingual)

REPORTS TO: Site-Based Program Manager

SUPERVISORY RESPONSIBILITY: No staff; Volunteers (3-10)

FLSA STATUS: Non-Exempt

SALARY: \$17/\$17.50 per hour (firm)

LOCATION: Arroyo Grande & San Luis Obispo, California

START DATE: August/September 2021

BIGGER AND BETTER TOGETHER

About Us

For over 25 years Big Brothers Big Sisters of San Luis Obispo County has served young people on the Central Coast. Our work supports our belief that every child has the ability to succeed and thrive in life. Big Brothers Big Sisters makes meaningful, monitored matches between volunteers (Bigs) and youth (Littles). Through our commitment to quality and innovation, and the passion we have for our work, we develop and sustain positive, life-changing relationships that have a direct and lasting impact on the lives of our youth and the adults who mentor them.

Our Mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. As noted by our Vision, we are driven by a future in which all youth achieve their full potential.

We want people of all backgrounds to see themselves represented and included in our work, so we actively seek to diversify our team and bring more voices to the table. We know that teams perform at their highest when they feel supported and that they belong. Each of our team members bring unique perspectives and skills and we are committed to building a culture where voices are heard, differences are celebrated, and everyone has the opportunity to do meaningful work. We are bigger and better together!

About the Role

Big Brothers Big Sisters seeks a Site-Based Coordinator to help design and launch a new program for middle school mentoring! The Middle School Program Coordinator should be someone who will thrive in a growing organization that is dedicated to positively impacting more youth through high quality, 1-to-1 mentoring.

In this role, you are at the forefront to ensure that each youth in our new site-based program receives the mentoring experience that they deserve by recruiting, interviewing, matching, providing guidance and support, conducting regularly scheduled case management and in-person contact with mentors and mentees, as well as regularly interfacing with and presenting to school administrators and corporate partners. The Middle School Program Coordinator will support and strengthen mentoring relationships between middle-school youth at Judkins and Paulding middle schools and positive mentors from Arroyo

Grande High School. Your coaching and guidance will help empower and inspire youth to reach their full, inherent potential, especially youth who are disproportionately impacted by systemic barriers.

Primary responsibilities will include working with Big Brothers Big Sisters' Site-Based Manager and Program Director to develop the format and curriculum for this new program, establishing relationships with partner schools and their liaisons, recruiting, and enrolling participants, and facilitating the program. Ongoing responsibilities include providing support to new and existing SLO Bigs matches to ensure child safety, positive outcomes for youth, healthy and satisfying relationships between children and volunteers, and a strong sense of affiliation with Big Brothers Big Sisters.

Our ideal candidate will thrive in a fast-paced environment, be organized, be able to provide a positive customer experience, be able to multi-task, and have a passion for improving the lives of young people and our underrepresented youth. This team member will be passionate about and able to engage mentors and community partners from diverse communities. Evening and weekend hours are sometimes required. **People from the communities we serve are especially encouraged to apply.**

Essential Duties and Responsibilities:

- Develop curriculum and program design for our new Middle School Transitional Mentoring Program.
- Coordinate and recruit volunteer mentors, including distribution of program marketing materials, presentations to targeted organizations, and ensuring presence at key community events, etc.
- Build relationships with partner organizations and schools through coordination with teachers, principals, counselors, and corporate liaisons. Act as liaison with site-based contacts to ensure effective implementation of program and coordination of all site-specific needs.
- Interview, assess, and match children and volunteers.
- Train volunteer high school mentors.
- Conduct scheduled in-person, telephone, or electronic case management to assess elements of child safety, match relationship development, positive youth development and volunteer satisfaction; all the while, maintaining complete and accurate match documentation for each participant.
- On-site support for the development of mentoring relationships including strategic interventions to strengthen match relationships.
- Respond to needs of mentors and communicate those needs to the Site-Based Program Manager.
- Provide and promote safe environments for all children involved in the mentoring program including but not limited to reporting/documenting of unusual incidents where safety of child may be threatened.
- Perform Lessons Learned/Standard Report after each program year is completed, including development of action plan for improving program for the following school year.
- Update and maintain procedural manual describing how to perform essential tasks.
- Design and distribute recruitment, training, and parent education materials.
- Shop for, prepare, and serve healthy after-school snacks.
- Supervise and train student staff, interns, and volunteer assistants.

- Produce positive outcomes in the following areas: number of prospective participants interviewed, number of matches made, match closure rate, frequency of match closures, average match length, volunteer re-match rate and customer satisfaction.

Essential Duties as a Member of the Big Brothers Big Sisters' Team:

- Participate in professional training as provided by the agency and the National office to achieve maximum development of professional skills when required.
- Contribute to team projects when needed.
- Participate in team meetings and group activities.
- Participate in Fund Development activities for the agency.
- Represent the Agency and our mission in a professional and positive manner.
- Perform other duties as assigned.

About You

This job may be for you if you...

- Communicate (verbally & written) in Spanish and English
- Have youth-serving experience, especially working with youth from marginalized communities
- Share a passion for supporting youth through strengths-based strategies
- Understand issues/barriers that impact children and families from underserved populations
- Believe in the power of mentoring relationships
- Celebrate diversity
- Have strong time management and organizational skills with the ability to work independently, as well as with a team
- Have experience in creating and delivering curriculum to youth, particularly in the 11-14 year-old age range
- Are technologically savvy, able to learn new software programs and tools quickly
- Will thrive in a fast-paced environment and effectively manage shifting priorities and responsibilities
- Have exceptional written and verbal communication skills reflecting outstanding customer service, both in-person and by telephone
- Can think critically, effectively provide responsive coaching, and draw solid conclusions based on information provided
- Are comfortable engaging in challenging conversations

Additionally, we'd love...

- Familiarity with Salesforce, Acuity, Zoom, Teams
- Effective group presentation skills
- Consistent desire to seek out new and more effective methods to support programming
- Understanding of/experience with youth mentoring
- Familiarity with positive youth development strategies

Minimum Qualifications

- Bachelor's degree, or approval from BBBS National office with a minimum of 4 years of relevant youth-serving experience with college coursework equivalent of an AA degree (2+ years) in Social Work, Education, or a related field.
- Spanish/English bilingual (verbal and written)
- Proficiency in Microsoft Office, including Word, Outlook, and Excel
- Access to a reliable car, valid driver's license, and meet state required automobile insurance minimums

Additional Information

Benefits: Because we hire the best people and value our staff, Big Brothers Big Sisters of San Luis Obispo County works hard to provide competitive benefits to our team. Our current benefit package includes:

- Training & development programs
- Opportunities for advancement
- Paid vacation, sick leave, and holidays
- Flexible work schedule
- Potential for partial work-from-home hours

To see more of the impact we are making, visit: <http://www.slobigs.org>

Big Brothers Big Sisters of San Luis Obispo County encourages applicants with diverse lived experiences. We celebrate diversity and equal opportunity in a serious way. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. People from the communities we serve are especially encouraged to apply.

How to Apply: If this sounds like the position and organization for you, please submit a cover letter, resume, and 3 references, in a single PDF saved as “[Your Name] – Middle School Program Coordinator - [date]” to: laura@slobigs.org with “[Your Name] – Middle School Program Coordinator” in the subject line.

No phone calls please. Submissions will be reviewed on a rolling basis. Applicants selected for an interview will be contacted.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Big Brothers Big Sisters may change the specific job duties with or without prior notice based on the needs of the organization.