



Position title	Department	Reports to
Bilingual Program Coordinator - North County	Program	Site Based Program Mgr.
Employment status	FLSA status	Effective date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt	6/30/2022

## About Us

Since 1995, Big Brothers Big Sisters of San Luis Obispo County has served young people on the Central Coast with youth mentoring services. Our work supports our belief that every child has the ability to succeed and thrive in life. Big Brothers Big Sisters makes meaningful, monitored mentor 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 truly bigger and better together!

## Position Summary

Big Brothers Big Sisters seeks a Bilingual Program Coordinator to help support new programs in Northern San Luis Obispo County. The Bilingual Program Coordinator should be someone who will thrive in a growing organization that is dedicated to positively impacting more youth through high quality, one-to-one mentoring.

In this role, you will be helping us develop a new collaboration with Boys and Girls Clubs of the Mid-Central Coast as well as other supportive youth agencies. You will be at the forefront of our programs ensuring that each youth requesting a mentor receives the mentoring experience that they deserve. You will be actively 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 community partners.

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 Sister's Site-Based Manager to develop the format and curriculum for this program based upon outcomes for service metrics, 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 and have the ability to meticulously function in our Salesforce database. The candidate will provide positive customer experience, be able to multi-task, and be eager to improve 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**

The essential functions include, but are not limited to the following:

1. Coordinate and recruit volunteer mentors (high school and college Bigs) and site based participants, including distribution of program marketing materials, presentations to targeted organizations, and ensuring presence at key community events, etc.
2. Manage enrollment processes for mentoring participants and their mentors.
3. Build relationships with partner organizations and schools through coordination with teachers, principals, counselors, and community partners. Act as liaison with site-based contacts to ensure effective implementation of program and coordination of all site-specific needs.
4. Interview, assess, and match children and volunteers ensuring that all documentation in the program database meets compliance standards.
5. Provide safety and mentor trainings for volunteers (high school and college aged) mentors.
6. Develop curriculum and program design for our elementary school mentoring programs.

7. 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.
8. Responsible for on-site support for the development of mentoring relationships including strategic interventions to strengthen match relationships. Responds in a timely manner to the needs of mentors and communicate those needs to the Site-Based Program Manager.
9. 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.
10. Remain accountable to work efficiently and effectively to achieve individual and team goals while complying with local polices and national standards of practice. Commit to continuous personal learning, development, self-care and succession planning.
11. Perform Lessons Learned/Standard Report after each program year is completed, including development of action plan for improving program for the following school year.
12. Participate in the update and maintenance of the BBBS procedural manual describing how to perform essential tasks.
13. Design and distribute recruitment, training, and parent education materials.
14. Shop for, prepare, and serve healthy after-school snacks, including ordering and picking up food from the local food bank as available for program nutrition.
15. Supervise and train student staff, interns, and volunteer assistants.
16. 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.
17. Models and practices 360° customer service with co-workers, volunteers, program participants and the community.
18. Other duties as assigned.

## **Minimum Qualifications (Knowledge, Skills, and Abilities)**

- Bilingual (Spanish)
- Hold a minimum of a two-year degree in human services or related field from an accredited college or university
- Must have 2-5 years of related work experience preferably in non-profit program delivery. Experience in youth development field, a plus.
- Proficiency in the Microsoft Office suite, Salesforce database management, automated forms and calendaring systems
- Reliable personal transportation, valid driver's license, and state required automobile insurance minimums.
- Strong interpersonal skills with the ability to effectively partner with diverse populations and geographic areas
- Excellent public speaking, presentation, and writing skills
- Sound technical skills, analytical ability, good judgment, and strong operational focus; able to balance quality, and service with operational needs
- Demonstrated ability to think strategically and work collaboratively to inspire, motivate, and focus internal and external team members to the agreed upon goals.
- Detail- and results-oriented approaches to management and growth
- Writing, proof-reading and editing skills
- Public speaking, presentation and networking abilities
- Creativity
- Sense of humor

## **Physical Demands and Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Minimal physical requirements to include walking, standing, sitting at work station; normal busy office environment.
- Able to lift and carry up to 25 pounds
- Must be able to work proficiently with computers and other office equipment.
- Must be able to pass a background check consisting of National Sex Offender, Criminal History and driving record check.
- Occasional evenings and weekends may be required.

## ***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, gender identity 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.

### ***Hybrid Work Environment***

Employees are permitted to work from home (WFH) occasionally or regularly, depending on several factors and the arrangements they've made with their manager. Working from home is a privilege that may be revoked at any time. BBBS SLO may request that an employee be present in the office at any time (regardless of scheduled WFH time) or deny a request to work from home based on business needs, employee performance, or viability of doing the work from home. To be eligible to WFH, an employee must have a track record of reliable work performance, access to reliable internet and a space that is free from excessive noise or distraction.

### ***Note***

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at will relationship.

### **Reviewed with employee by:**

**Signature:** \_\_\_\_\_

**Name and title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### **Received and accepted by:**

**Signature:** \_\_\_\_\_

**Name and title:** \_\_\_\_\_



**Date:** \_\_\_\_\_

The company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.