



Position title	Department	Reports to
Site Based Program Manager	Program	CEO
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	5-25-2022

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 m e n t o r 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

The Site Based Program Manager administers the agency’s Site Based program services (including elementary, middle school, and community based program sites), ensuring compliance with national standards, as well as federal, state, and local grant requirements, and program policies and procedures. This position will be responsible for overall quality and capacity-building of service through an ongoing process of program and staff quality improvement measures, staff development, supervision, monitoring, and evaluation using program metrics. This position is a key member of the agency’s Management Team.

Essential Duties and Responsibilities

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

1. Develop annual goals with the CEO for the number of Site Based matches, quality metrics improvements and standards of excellence to be achieved by the assigned team.
2. Works in close collaboration with the Community Based Program Manager to cohesively support the Program Department and its team members.
3. Provide direct and group supervision for the team and interns assigned to Site Based programs through meetings, discussion of ongoing service, quality improvements, statistical reports and caseload management issues.
4. Co-manages the program database (Matchforce) with the Community Based Program Manager. Ensures that critical service and workflow issues, which impact the ability to provide quality site based mentoring services are continuously addressed.
5. Engages, develops, supports, and holds staff accountable to work efficiently and effectively to achieve individual and team goals while complying with local polices and national standards of practice. Establishes and ensures a system and culture of continuous staff learning, development, self-care and succession planning.
6. Leads performance management practices with creation of reports (including statistical results), analysis of trends and issues and presentation of information to different audiences (CEO, other agency staff management, Board of Directors) as needed. Report and interpret data to CEO on a monthly, quarterly, semi-annual and annual basis.
7. Ensures grant and policy requirements directed by BBBSA and/or other funders are facilitated and completed in a timely manner.
8. Responsible for the development and implementation of outreach efforts for families and children as needed to support program connection and build their resources and resilience.
9. Complete and/or oversee an audit of program files to ensure adherence to program quality, policies and procedures.
10. Working collaboratively with the Community Based Program Manager, serve as staff liaison to the Program Committee. Provide timely evaluation of program services, policy recommendations, manual and file audits, performance reports and other requests from the Program Committee and Board of Directors. Recruits Bigs to participate on Program Committee.
11. Working collaboratively with the Community Based Program Manager, ensure that the program manual and program forms via FormAssembly and other tech platforms are maintained and available. Schedule an annual revision process with designated staff participation.

12. In collaboration with the CEO, hire site based team members, ensure their development and training and prepare performance evaluations in a timely manner, ensuring that all assigned team members are competent and receives necessary ongoing professional development as needed.
13. Handles high-level and high-risk disciplinary check-ins with administrators and parents and follow-ups for scheduled meetings as required to ensure child safety and program compliance to limit or mitigate agency liability.
14. Supports weekly programs on-site, as well as enrollment or match support depending on the current needs of the program.
15. Responsible for outreach to colleges, schools and community partners to establish and maintain positive relationships with administrators, counselors, and external program team members.
16. In collaboration with the CEO, annually executes memorandums of understanding with schools and program sites. Secures appropriate, welcoming program space for program activities that will ensure safe delivery of programs at all program sites.
17. Ensures that the program teams have appropriate training, on-site safety instruction and supplies for safe and successful programs.
18. Attend regularly scheduled meetings with CEO to review monthly program reports, strategies, activities, results and to discuss and develop ideas that will achieve the agency's goals.
19. Collaborate with the CEO to design curriculum around needed outcomes for service metrics and/or arrange volunteer and program staff training modules as needed.
20. Assist the CEO and/or designee in the development and implementation of new programs and with funding/grant applications as needed
21. Routinely seeks to improve knowledge of youth mentoring by scanning the BBBSA website, reading pertinent periodicals and literature, and attending conferences and trainings, funding permitting
22. Supports Community Based programs during times of high program impact including the annual holiday gift collection and holiday celebration for Community Based program participants. Works collaboratively with external program partners and all Program Team members to plan, organize, execute and evaluate the annual holiday program delivery.

23. Models and practices 360° customer service with co-workers, volunteers, program participants and the community.
24. Other duties as assigned.

Minimum Qualifications (Knowledge, Skills, and Abilities)

- Hold a four-year degree in Human Services or related field from an accredited university
- Must have 2-5 years of related work experience required with progressive management responsibilities preferably in non-profit compliance. Experience in youth development field, a plus.
- Proficiency in the Microsoft Office suite, Salesforce database management, automated forms, communication, 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
- Bilingual (Spanish) preferred

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.
- Some nights and weekends may be occasionally 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.