



Big Brothers Big Sisters of Metro Milwaukee, Inc. Position Description

Position Title:	mentor2.0 Coordinator
Reports to:	Director of Education
Department:	Program
Category:	Exempt
Updated:	February 2018

Position Summary

The mentor2.0 Coordinator is responsible for the high-quality and high-impact implementation of the mentor2.0 model, an innovative high school mentoring program offered by Big Brothers Big Sisters of Metro Milwaukee (BBBS). The mentor2.0 Coordinator is critical in giving under-served Milwaukee high school students the skills and resources they need to be successful in college and their careers. This position implements the mentor2.0 program with fidelity to BBBS's established service delivery model while preparing students for high school graduation and a successful college experience.

The mentor2.0 Coordinator utilizes a technology platform and web-based curriculum to facilitate weekly classroom sessions, oversees monthly face-to-face events, and supports the development of relationships of up to 100 mentoring matches, assuring they progress through program goals and curriculum benchmarks toward high-impact outcomes. The work of the mentor2.0 Coordinator is critical to providing first generation college-going students with the skills and resources that lead to college readiness and college success.

This position works independently, as well as a member of the mentor2.0 team, and assists as deemed necessary to meet annual program goals, deliver positive student outcomes and volunteer satisfaction.

QUALIFICATIONS

Education

- Bachelor's degree required, preferably in education, community education, human services or a related field.

Experience

- At least two years' experience implementing educational programming and/or leading a classroom of students (high school aged preferred).
- Additional experience in youth development preferred.

Competencies and Skills

- Ability to communicate with professionalism, assertiveness, and empathy to large groups and individuals, both orally and in writing.
- Excellent relationship-building skills.
- Ability to lead a classroom of high school students toward an established goal.
- Ability to motivate a group of professional adult volunteers to successfully fulfill mentoring responsibilities.
- Demonstrated success motivating individuals, organizing communities and/or facilitating relationships.
- Comfortable and effective at public speaking.
- Ability to work effectively with colleagues, promoting cross-functional analysis and organization-wide problem solving.
- Advanced computer literacy skills required; high level of comfort using new technology platforms is essential.
- Outstanding organizational and time management skills.
- Effective case management skills and ability to support high-impact relationships.
- Ability to complete a high volume of varied responsibilities with excellent attention to detail.
- Ability to maintain confidentiality throughout daily operations and communications.

Responsibilities

- Key responsibilities include:
 - Teaching; planning and executing weekly curriculum
 - Proactive match support; drive case management and mentor communication



- Frequent individualized student support
- Event and school relationship coordination
- Data collection and evaluation
- Provide match support to up to 100 one-to-one mentoring matches of professional volunteer mentors and high school student mentees to ensure child safety, relationship development, and participant progress through program goals and curriculum benchmarks toward high-impact outcomes. Energize relationships between mentor and students, providing guidance/feedback to matches.
- Maintain a vigorous contact schedule that includes in-person, telephone, and electronic contact with the volunteer, child, and parent/guardian. Using evaluation surveys, assess relationship strength and match impact on youth development. Proactively identify, address and resolve potential problems that impede healthy match relationship development. Communicate effectively with supervisors, including prompt notification and consultation regarding concerns which may negatively impact the match.
- Achieve monthly and annual performance goals, including: match contact compliance, documentation quality, survey completion, match retention rate, frequency of match closures, average match length, and customer satisfaction.
- Assist with volunteer and child enrollment and matching, including individual orientations, interviews, volunteer training, and matching. Assure match introductions and conduct match meetings.
- Utilizing the agency's data capture system (AIM) and the mentor2.0 platform, maintain excellent documentation of the match activities, meeting BBBSA and agency standards.
- Build and maintain strong working relationships with high schools; effectively integrate Big Brothers Big Sisters into the school through positive professional interactions with teachers, faculty and administrative staff.
- Implement the mentor2.0 curriculum, using the iMentor Canvas (technology platform); adapt as needed to meet participant needs. Serve as an agency expert regarding mentor2.0 technology, curriculum structure, and program content.
- Deliver high quality weekly classroom instruction to engage students in the mentor2.0 program and build credibility for mentor2.0.
- Direct seamless large monthly events that inspire matches, strengthen relationships, and maintain the mentor2.0 program in high regard by all participants (students, mentors, school partners, BBBS staff, visitors, etc.). Assure overall coordination of event planning and logistics. Conduct presentations and facilitate activities at events attended by approximately 100 participants.
- Support a positive working relationship with the agency's technology partner, iMentor, to assure cooperation and smooth day-to-day operations of the program.
- Collaborate with colleagues and various teams throughout the organization to achieve agency goals.
- Be in compliance with all assigned BBBS of America trainings.
- This position requires a flexible work schedule including some nights and weekends.