



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:	August 2019

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.

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.

This position provides support in all written and verbal communication and materials with families and program participants. This work is done across departments and throughout the service delivery model, to ensure the agency meets required contact schedules and provides the best possible service to families and prospective families. This includes providing support in the recruitment, enrollment, and match support process, including in-home interviews, assessments, and in-person match introduction meetings, and match support for families, children and volunteers.

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

- Bilingual in Spanish highly preferred
- 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 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 occasional weekends.

Other tasks may be assigned, based on business needs and the department supervisor's request.

Agency Requirements

Physical Demands

The physical demands at BBBS are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Performing the essential responsibilities of this job, the employee is regularly required to sit, operate computers and other office equipment, complete filing tasks and use written and oral communication skills. The employee may be required to transport or move up to 20 pounds.

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability. BBBS operates under an Affirmative Action Policy.

Travel

The employee must have a valid driver's license and the ability to travel within the community we serve throughout the workday with full time access to an automobile and automobile insurance in the amount required by the state of Wisconsin.

Work Expectations

Employee must be able to view differences between individuals (race, gender, age, cultural heritage, physical ability, education and lifestyle) as an asset and demonstrate an appreciation of the diversity within Big Brothers Big Sisters and the youth served by the agency.

Maintain professional development, as time and budget permits, through staff development courses, professional organizations, seminars, and reading of professional literature. Utilize BBBSA network to access and research best practices.

Each year the agency holds events that typically fall after normal office hours. These events may be mandatory for all staff. For scheduling purposes you will be notified of the dates as early as possible. These events may include but are not limited to the following:

- Bowl for Kid's Sake; January – June
- Big Gala; early November
- Golf Classic; early August

As an employee of the Big Brothers Big Sisters Team you may be required to attend other agency related activities, meetings and events as deemed necessary.

The above statements reflect the essential responsibilities and competencies considered necessary to achieve BBBS's Agency goals. Other tasks may be assigned, based on agency needs at the request of the department's supervisor or the CEO.