



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

Position Title:	School-based Coordinator
Reports To:	School Manager
Department:	Program
FLSA Category:	Exempt
Date Approved:	July 2022

Position Summary

The School-based Coordinator (SBC) is responsible for assuring Big Brothers Big Sisters of Metro Milwaukee school-based mentoring operations at assigned locations. The SBC provides leadership for teams comprised of the SBC, a Match Support Specialist and a Site Monitor. In this role, the SBC provides training, coaching and supervision to maintain a quality, comprehensive school-based mentoring model at BBBS school-based sites. The SBC provides high quality match support to a caseload of up to 100 adult volunteers and youth mentoring matches. The SBC serves as the lead agency liaison to the school personnel and ensures cooperative partnerships at assigned locations. The SBC regularly communicates agency and youth performance outcomes with parents/teachers and other agency partners. The SBC provides accurate and timely oversight to maintain full compliance with the BBBS match support service delivery model, child safety, school rules and regulations. The SBC assumes primary role in coordination of specific recruitment initiatives and conducts enrollment interviews with youth and adults. The SBC collaborates with the SB Team to develop and implement training, as well as provide ongoing resources to support volunteer engagement to reach positive youth outcome goals.

Qualifications

Education:

- Minimum bachelor's degree from an accredited college or university; emphasis in education or social work preferred.

Experience:

- Three years' program experience serving children from diverse cultures and spectrum of socioeconomic backgrounds; experience in school or non-profit human service setting preferred.
- Supervisory experience preferred.
- Ability to speak Spanish desirable.

Competencies and Skills

- Disciplined self-starter who can work independently and collaboratively with other team members, school personnel and parents.
- Excellent oral and written communication skills.
- Proven ability to work toward solutions, mediating through challenging situations.
- Strategic thinker sensitive to getting results from broad audiences.
- Strong organizational skills with ability to prioritize and provide detailed documentation in compliance with national BBBSA guidelines and agency priorities.
- Interest in working with children, utilizing creative activities and curriculum to foster positive youth outcomes.
- Skilled in analyzing and presenting data to small groups.
- Customer-focused.
- Organized and able to develop plans.
- Skilled in interviewing and engaging youth and volunteers in discussion and survey questions.
- Ability to maintain confidentiality throughout daily operations and communications.
- Computer literate; proficient in Microsoft Word and Excel.
- Must have access to use of a cell phone.
- Must be comfortable working with diverse cultural and various socio-economic groups.
- Flexible schedule – may involve nights and weekends.



Responsibilities

- Maintain the comprehensive school-based mentoring model that addresses and supports agency goals. Assure programmatic delivery that ensures strategic recruitment, enrollment, match support and match activities that support agency youth outcomes as measured by BBBSA national standards.
- Responsible for regular analysis of school-based mentoring metrics that will guide decisions for responsible agency growth and continuous improvement.
- Serve as the lead agency liaison with school administrators and collegiate partners to develop and maintain cooperative school partnerships.
- Achieve monthly and annual performance goals including match contact compliance, survey completion, match retention rate, frequency of match closures, average match length, and customer satisfaction.
- Work with school personnel to recruit appropriate students and provide necessary information to parents to inform them of mentoring requirements.
- Regularly communicate data-driven school-based mentoring outcomes/metrics to BBBS staff, parents, teachers and administrators in written communication and/or presentations.
- Ensure the safety of all children in the program and promptly report any issue related to the safety of children to the Director of Education.
- Responsible for the supervision and guidance of BBBS support staff.
- Responsible for coordination, maintenance and success of assigned BBBS school-based mentoring programs, supporting a caseload of up to 100 adult volunteer/youth matches.
- Conduct regular face-to-face check-ins for the purpose of coaching and motivating volunteers, ensuring child safety and gauging relationship development, adhering to agency policies and BBBSA standards of practice.
- Provide accurate and timely agency records adhering to agency policy and BBBSA standards of practice.
- Conduct volunteer and child interviews and required screening.
- Responsible for assessing and matching volunteers to children with adherence to agency policies and BBBSA standards of practice.
- Develop and present volunteer orientation, as well as ongoing training to support volunteers, enhancing their ability to mentor at the highest level.
- Develop activities and curriculum that assist volunteers in creating positive youth development outcomes.
- Develop summer and winter break activities to promote longer and stronger school-based matches.
- Collaborate with the various teams throughout the organization to achieve agency goals.
- Maintain professional growth through staff development courses, professional organizations, seminars, and reading of professional literature.
- Be in compliance with all assigned BBBSA training.
- Assist in completion of grant deliverables as needed.
- Support parent engagement through regular communication and assist in developing and facilitating events for families.

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

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; late winter/spring
- 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.