## Position Description

**Position Title:** School-based Coordinator (20-30 hours/week)

**Reports To:** Director of Program Services

**Department:** Program

**FLSA Category:** Hourly

**Date Approved:** July 2023

### Position Summary

The Part Time School-based Coordinator is responsible for Big Brothers Big Sisters of Metro Milwaukee school-based mentoring operations at assigned locations. The SBC provides leadership for teams comprised of the SBC, 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 a 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 in human services, education, social work or related field. Other degrees are considered dependent on experience.

**Experience:**
- Experience working with child and family populations in a social service or educational classroom setting preferred.
- Knowledge of and experience with issues of child safety and ongoing assessment.
- Experience communicating face-to-face with clients, both individually and in group settings.
- In person and/or telephone interview and assessment experience preferred.

### Competencies and Skills

- Ability to ensure high-level proficiency in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Disciplined self-starter who can work independently and collaboratively with other team members, school personnel and volunteers, youth, and parents/guardians.
- Excellent oral and written communication skills, reflecting solid customer service.
- High-level interviewing skills and strong interpersonal skills, including the ability to form appropriate assessment-based relationships and relate well in multicultural environments.
- Strategic thinker and proven ability to work toward solutions, mediating through challenging situations.
- Ability to collect meaningful data and draw solid conclusions.
- Strong organizational skills with ability to prioritize and provide detailed documentation in compliance with national BBBSA guidelines and agency priorities.
- Capability to utilize creative activities and curriculum to foster positive youth outcomes.
- Ability to work in a fast paced and sometimes changing environment.
- Ability to maintain confidentiality throughout daily operations and communications.
- Proficiency in Microsoft Office including Word, Outlook, and Excel and ability to work in an online data management system.
- Bilingual Spanish is desirable.

### Responsibilities

- Ensure the safety of all youth in the program and promptly report any issues related to child safety to supervisor and/or outside authorities as required by law.
• Maintain the comprehensive school-based mentoring model that supports agency goals and outcomes.
• Assure programmatic delivery that ensures strategic recruitment, enrollment, match support, and match activities that support youth outcomes as measured by BBBSA national standards.
• Responsible for regular analysis of school-based mentoring school partners and metrics to guide decisions for potential program growth and continuous improvement. Serve as the lead agency liaison with school administrators and collegiate partners to develop and maintain strong partnerships.
• Work with school personnel to recruit appropriate students and communicate with parents/guardians to inform them of mentoring requirements.
• Achieve monthly and annual performance goals including new matches, match contact compliance, survey completion, match retention rate, frequency of match closures, average match length, and customer satisfaction.
• Regularly communicate data-driven school-based mentoring outcomes/metrics to BBBS staff, program participants, teachers, and administrators.
• Responsible for the supervision and guidance of program support staff.
• Conduct volunteer and youth interviews and other required screening and identifying quality matches between youth and volunteer mentors.
• Responsible for coordination and success of assigned BBBS school-based mentoring programs while supporting a caseload of adult volunteer/youth matches.
• Conduct regular face-to-face, phone, and/or email check-ins ensuring child safety, monitoring healthy relationship development, and adhering to agency policies and BBBSA standards of practice.
• Develop and provide volunteer pre-match training, as well as ongoing coaching and training to support volunteers.
• Support parent engagement through regular communication, attending school events, and assist in developing and facilitating events for families.
• Provide accurate and timely agency records adhering to agency policies and BBBSA standards of practice.
• Develop activities and curriculum that assist volunteers in creating and maintaining healthy relationships and assuring positive youth 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.
• Ongoing training and professional development to ensure compliance with BBBSA position requirements.
• Assist in completion of grant deliverables as needed.
• This position requires a flexible work schedule and the ability to work some evenings and weekends to meet the needs and schedules of our match participants.

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 nights and weekends 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 JEDI 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; March – May
- 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 and/or CEO.