



Big Brothers Big Sisters
of Metropolitan Chicago

Position: Bilingual Site Based Program Coordinator

Reporting Relationship: Manager of Site Based Mentoring Programs

FLSA Exempt: Exempt

Position Summary:

Big Brothers Big Sisters of Metropolitan Chicago (BBBSMC) helps children reach their potential through professionally supported, one-to-one relationships with caring adult volunteers. The Bilingual Site Based Program Coordinator reports to the Manager of Site Based Mentoring Programs and manages all aspects of site based programming to ensure successful and sustainable one-on-one matches.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Responsibilities:

Responsibilities include initial program setup, recruiting, enrollment and matching, match support, on-site supervision and partnership managements for a variety of mentoring programs. These programs may include school, workplace, club based and evening site based programs located in Cook, DuPage and Lake Counties of Illinois and Northwest Indiana. This full-time position requires a flexible schedule and may include working 1-2 evenings per week and 1-2 weekends per month.

Essential Functions:

1. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. Plan, coordinate and recruit volunteer mentors including distribution of program marketing materials, presentations to targeted organizations and ensuring presence at key community events, etc.
3. Collaboration with assigned schools/sites to ensure successful recruitment of children for each program.
4. Via interviews and professional judgment, assess the appropriate match between child and volunteer.

5. Facilitate mentor training for volunteers.
6. Conduct parent/child orientations at program sites.
7. Conduct in-person, telephone or electronic meetings with children and volunteers in order to assess elements of child safety, match relationship development, positive youth development and volunteer satisfaction while maintaining match documentation in AIM database system.
8. Foster match partnership relations with parents through consistent communication.
9. Provide on-site support to develop mentor relationships, including strategic interventions that strengthen match relationships.
10. Develop and facilitate group and one-on-one projects/activities for mentoring programs.
11. Act as liaison between schools, sites, volunteer partners and BBBSMC.
12. Respond to needs of mentors and communicate those needs to the Manager of Site Based Programs.
13. Provide and promote safe environment for all children involved in the mentoring program including, but not limited to, reporting/documenting unusual incidents where safety of a child may be threatened.
14. Maintain accurate records in database and hard files for each program participant.
15. Perform Lessons Learned/Standard Report after each program year is completed, including development of action plan for improving program for the following school year.
16. Participate in summer committees to update paperwork, policies, and/or procedures and contribute to team projects/interviewing when needed.
17. Participate in Fund Development activities and all activities needed to fulfill program requirements.
18. Support non-bilingual Program Coordinators, as needed and as schedule allows, with both oral and written translation as it pertains to their assigned programs.
19. Other duties as assigned.

Skills and Qualifications:

- BA degree in social work, psychology or related field. Applicants with master's degrees in the same disciplines are encouraged to apply.
- Minimum 2-4 years' experience with youth, program management, volunteer management, and/or community or school partnerships is very desirable.
- Proven Bilingual (English and Spanish) proficiency required.
- A belief in the Mission and Vision of BBBS.
- Excellent written and verbal communication skills, including public speaking with proven results.
- Interviewing and assessment skills are a must.
- Excellent organizational and time management skills.
- Experience working in diverse communities is preferred.
- Understanding of child development and family dynamics.
- Ability to work both in team and independently while exercising good judgment, sound decision making and problem solving skills.
- A strong commitment to quality and results.
- This position requires, on a regular basis, travel throughout the Metropolitan Chicago area (and some suburbs), including the following counties: Cook, DuPage, Lake County Indiana and Lake County Illinois. Applicants must have access to reliable transportation to meet this requirement.

Work Environment:

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

If interested in applying, please forward your resume, cover letter and salary requirements to:

[BBBS Career Page](#)

Big Brothers Big Sisters of Metropolitan Chicago
Attn: Human Resources
560 W. Lake St., 5th Floor
Chicago, IL 60661

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