



Big Brothers Big Sisters
of Metropolitan Chicago

Position: Site Based Program Coordinator

Mentoring Programs

Reporting Relationship: Manager of Site Based

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 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 on going relationships.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Responsibilities:

Responsibilities include initial program setup, recruiting, interviewing, matching, match support/case management, training volunteer mentors, on-site supervision and partnership managements for a variety of mentoring programs. These programs may include school, workplace, club based, technology 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. Identify the needs for and conduct outreach and recruitment for new volunteers and children, including distribution of program marketing materials, presentations to targeted organizations, ensuring presence at key community events, and collaborating with assigned schools/sites to ensure successful recruitment of children for each program.
2. Conduct interviews and use professional judgment to assess the appropriateness of potential youth and volunteers.
3. Lead orientation and training sessions for volunteer mentors, parents, and youth.

4. Conduct in-person, telephone or electronic conversations with youth and volunteers in order to assess elements of child safety, match relationship development, positive youth development and volunteer satisfaction while maintaining documentation in agency database system to assure accountability, effectiveness and efficiency.
5. Foster match partnership relations with parents through consistent communication.
6. Develop and facilitate group and one-on-one projects/activities for mentoring programs and provide on-site support during mentoring sessions to develop mentor relationships, including strategic interventions that strengthen match relationships. Oversee all logistics, content, and budgets for program sessions, including evening and weekend commitments.
7. If assigned Technology Enhanced Mentoring Programs, monitor and review communication between matches through the online platform to ensure that mentees and mentors are upholding their commitments and meeting or exceeding program expectations; and attend all classroom sessions to monitor student activity on the online platform to ensure that students are progressing through program goals and curriculum benchmarks toward high-impact outcomes.
8. Develop and maintain on-going relationships between school staff and administration, designated corporate partners and BBBSMC, including regular communication and problem-solving.
9. 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.
10. Collect data and surveys from volunteers and youth enrolled, maintaining accurate records in database and files for each program participant.
11. Perform Lessons Learned/Standard Report after each program year is completed, including development of action plan for improving program for the following school year.
12. Participate in summer committees to update paperwork, policies, and/or procedures and contribute to team projects/interviewing when needed.
13. Participate in Fund Development activities to assist with annual fundraising goals and all activities needed to fulfill program requirements.
14. Provide friendly, approachable customer service and represent the Agency and our mission in a professional and positive manner.

15. Other duties as assigned.

Skills and Qualifications:

- Applicants with Bachelor's and/or Master's degrees 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 preferred.
- A belief in the Mission and Vision of BBBS.
- Excellent written and verbal communication skills, including public speaking and demonstrated ability to present to a variety of audiences, including students, parents, and corporate partners.
- 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.
- Comfortable learning and working in new technology platforms and can easily translate knowledge to train other users to do the same.
- 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 automobile, valid driver's license and auto insurance 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

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Chicago, IL 60661

Equal Opportunity Employer