



Position: Manager, Site Based Programs (**South-Southwest Region**)

Reporting Relationship: Managing Director of Site Based Programs

FLSA Classification: Exempt

ABOUT BBBSMC:

Big Brothers Big Sisters of Metro Chicago (BBBSMC) is a mission-driven organization that provides strong and enduring, professionally supported 1:1 mentoring services to over 2,100 children across four counties: Cook, DuPage and Lake Counties in Illinois and Indiana. We make and support meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles") between the ages of 7 and 19. Our programs are proven to keep kids in school, out of trouble, and on the path to post-graduate success. As a non-profit organization, private contributions from corporate partners, foundations, and individuals provide 93% of the revenue upon which BBBSMC builds programming. Learn more at www.BBBSCHGO.org.

Position Summary:

The Manager of Site Based Programs will be responsible for management and oversight of a Recruitment Specialist and Site Based Program Coordinators and the programs they supervise including school, workplace, club based and neighborhood based programs located in Cook, DuPage and Lake Counties of Illinois and Northwest Indiana (with a focus in the South/Southwest Region). Responsibilities include partnership management and hiring, training and supervising program staff to assure quality and consistency of program in line with BBBSMC standards, Agency goals and strategy, and fulfilling all requirements of Site Based program funding. This full-time position requires a flexible schedule, working some evenings and weekends.

Supervisory Responsibilities:

This position provides supervision over a number of program coordinators, including a SB Recruitment Specialist

Responsibilities:

1. Oversee the coordination of all BBBSMC activities for assigned programs and staff:
 - Communicate effectively with corporate partners and school/site staff in order to sustain relationships and promote growth.
 - Work closely with the Managing Director of Site Based Programs and the Manager of Corporate Partnerships and other Agency staff as required.

- Work closely with Agency management in order to set program strategy and direction.
 - Develop and meet annual program goals and monitor against grant goals.
2. Hire, train and supervise assigned Program Coordinators.
 3. Develop detailed budget for programs, ensure all costs are in line with Agency budget guidelines, and goals are achieved in terms of program financial sustainability.
 4. Collect, analyze, and report metric data related to staff and programming for reporting in Agency Information Management.
 5. Assist with volunteer and youth recruitment through regular face-to-face activities in community, corporate, academic and civic environments.
 6. Review Enrollment and Matching and Match Support documentation to ensure quality, consistency and adherence to BBBSA and BBBSCMC standards through use of audit and AIM reporting tools.
 7. Coordinate transportation and work closely with Accounting Manager to ensure timely payments to bussing companies.
 8. Collaborate with Customer Service and Processing team to monitor volunteer intake, and recruitment goals.
 9. The Program Manager supervises, coaches and develops staff in order to ensure that all Site Based Program Coordinator job responsibilities are accomplished including:
 - Effective coordination and recruitment of volunteer mentors and youth including distribution of program marketing materials, presentations to targeted organizations and ensuring presence at key community events, etc. Thorough interviews, assessments and matching of children and volunteers.
 - Effective match support contacts take place, including strategic interventions to strengthen match relationships, assessment around elements of child safety, match relationship development, positive youth development and volunteer satisfaction.
 - Development and facilitation of group and one-on-one projects/activities for mentoring programs as deemed necessary to fit needs of program and matches.
 - Maintain accurate records and complete documentation in hard files and Agency databases in real time for each program participant.
 - Program performance goals are met.
 - Lessons Learned/Standard Reports are completed for each program after the completion of the program year and actions/improvement plans are developed for the following year of programming.
 - Adhere to Agency beliefs, values, and standards of practice in all job-related activities.
 - Participate in Fund Development and Agency events as needed.

Skills and Requirements:

1. Bachelor's degree in education, social work or related field. Master's Degree preferred.
2. Minimum 3-4 years' experience with volunteer recruitment, partnership development, school age youth, and/or program management.
3. Minimum of 2 years staff supervision experience is preferred.
4. Experience in budget development, cost modeling and project management; demonstrated ability to perform task analysis, implement and manage new projects, process work flow and establish and manage timelines.
5. Excellent public speaking, presentation and writing skills with proven results.
6. Strong interpersonal skills; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; truly values people; can diffuse even high-tension situations comfortably. Ability to work with diverse populations and geographic areas.
7. Strong result orientation- Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; bottom-line oriented; steadfastly pushes self and others for results.
8. Good computer skills with experience with Microsoft applications, internet research and database management.
9. This position requires reliable automobile transportation as well as flexible daytime, evening and weekend hours.

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

BBBS is an Equal Employment Opportunity Employer.