

Position: Manager, Site Based Programs



FLSA Classification: Exempt

Reporting Relationship: Chief Operating Officer

ABOUT BIG BROTHERS BIG SISTERS OF METRO CHICAGO (BBBSMC):

BBBSMC'S Mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

BBBSMC'S Vision is that all youth achieve their full potential.

BBBSMC is an affiliate of the oldest, most respected mentoring organization in the US. BBBSMC is a professionally managed, mission driven, performance based organization providing high quality, safe and impactful 1:1 mentoring services to over 2,300 children/families across four counties in Metro Chicago: Cook, DuPage and Lake Counties in Illinois and NW Indiana.

As Metro Chicago and Northwest Indiana's largest donor and volunteer supported mentoring network, BBBSMC makes meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles") from age seven through high school graduation. Private corporate, foundation and individual contributions provide 94% of BBBSMC'S revenue base upon which we build programming that meets the needs of each child individually. Our programs are proven to keep kids in school, build positive behaviors and on the path to post-graduate success. Learn more at www.BBBSCHGO.org.

Manager Site Based Program - Position Summary:

The Manager of Site Based Programs will be responsible for management and oversight of Site Based Program Coordinators and the programs they supervise including school, workplace, and neighborhood based programs located in Cook, DuPage and Lake Counties of Illinois and Northwest Indiana. 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.

Responsibilities:

1. Oversee the coordination of all BBBSMC activities for assigned programs and staff:
 - Consistent communication with volunteer and youth partners in order to sustain relationships, promote growth and engagement.
 - Work closely with the Program Leadership 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 Matchforce.
5. Assist with volunteer and youth recruitment through regular activities in community, corporate, academic and civic environments.
6. Review Match Support documentation and conduct regular spot checks on staff performance to ensure quality, consistency and adherence to BBBSA and BBBSMC standards through use of audit and Matchforce 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, enrollment and matching goals.
9. Collaborate with Brand Management and the Brand Ambassadors to monitor recruitment goals.
10. Supervise, coach and develop 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 materials, presentations to targeted organizations and ensuring presence at key community events, as required.
 - 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 files and Agency databases in real time for each program participant.
 - Program performance goals are met.

- Participate in ongoing program performance analysis sessions in order to assess program viability and enhancement.
- 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. Strong computer skills with experience with Microsoft applications, internet research and database management. Salesforce database experience preferred.
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.



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