

Position: Director, 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.

BBBS's Core Value is that we deeply believe Diversity, Equity and Inclusion is paramount and fundamental to BBBS's success. We all work to build and maintain an inclusive and equitable work environment for our staff, volunteers, and program participants. It is our belief that every staff member should embrace DEI principles in the decision making process. Therefore, we fully expect the ideal candidate will carry out their function with these core values in mind and treat everyone respectfully, fairly and equitably.

Position Summary:

The Director interfaces with the administration and staff of BBBSMC's service area schools and other site program partners in order to design, plan and implement mentoring programs. In addition, the Director works closely with the Director CB Programs, the Chief Operating Officer and the Chief Development Officer in the efforts of cultivating, developing and growing relationships and programming in conjunction with the corporate sector and other volunteer rich organizations. In addition, the Director works closely with the Brand Manager to ensure that the required volume of volunteers

and youth inquiries is in queue, so as to meet the prescribed service goals.

The position works in close teamwork with the Chief Operating Officer, Chief Development Officer, and Director, Human Resources.

Supervisory Responsibilities:

The Director of Site Based Programs supervises a team of Site Based Program Managers in order to accomplish:

- Program performance goals.
- Ensure Memos of Understanding for each site program is executed
- In partnership with the Brand Ambassador Team, engage in recruitment efforts for both volunteer mentors and youth by way of participation at orientation sessions and other engagement opportunities, distribution of program marketing materials, etc.
- Ensure effective collaboration with program youth and volunteer partners
- Thorough interviews, assessments, matching and support/development of program enrolled youth and volunteers
- Effective documentation in Matchforce and other agency approved software is maintained at all stages, including inquiry, interview/assessment, matching, support contacts, to include elements of child safety, match relationship development, positive youth development and volunteer satisfaction, etc. Hardcopy files to be maintained per agency filing system guidelines.
- On-site or virtual, as appropriate, quality support/supervision for the development of mentoring relationships including strategic interventions to strengthen match relationships takes place
- Development and facilitation of group and one-on-one projects/activities for mentoring programs as deemed necessary to fit needs of program and matches.
- Program staff act as liaisons between schools, sites, volunteer partners and BBBSMC
- Mentor and youth needs and/or concerns are communicated and responded to properly and efficiently
- A safe environment is provided for all youth involved in the mentoring program
- Quarterly program assessment/evaluations conducted and recommendations for enhancements, program evolution or closure to be developed
- Director will carry out other duties as assigned

Essential Functions:

Responsible for management and oversight of all Site Based Mentoring Programs including school, workplace, neighborhood, and other site programs. Responsibilities include hiring, training and supervising program staff to assure quality and consistency of program in line with BBBSA Standards, Agency goals and strategy.

Responsibilities:

1. In collaboration with the COO, set and achieve multi-year and annual agency Program goals.
2. In collaboration with agency leadership, ensure program model and offerings are current and innovative.
3. Create, launch, evaluate and rework (as needed) new mentoring program offerings driven by constituent needs, e.g. SB+, High School Mentoring, Big Sports, etc.
4. Coordinate and maintain BBBSMC Site Based Program manual including policy, procedural and form updates. Provide training to all site based program staff regarding manual and communicates manual changes to staff.
5. Ensure full compliance and adherence to agency policies and procedures across agency programs.
6. Hire, develop and supervise site based staff/interns.
7. Assure all program financials goals are achieved in terms of program revenue and costs in line with Agency budget guidelines.
8. Collect, analyze and report BBBSA metric data related to site based programming.
9. Stay current on key developments in overall mentoring and partner programs through BBBSA, Agency and local resource training programs.
10. Attend and participate in all meetings including department meetings, program staff meetings, and all-staff meetings.

Skills and Qualifications:

- BA degree in education, social work, or related field. Master's Degree preferred.
- Minimum 5-7 years' experience with children and volunteer program.
- Staff supervision experience is required.
- Excellent written and verbal skills
- Computer and documentation skills (an important plus).
- Ability to initiate and set goals for programs according to BBBS' strategic objectives
- Plan programs from start to completion involving deadlines, milestones and processes.
- Develop and/or approve budgets.
- Anticipate programmatic challenges or opportunities to create appropriate solutions.
- Communicate effectively with external and internal stakeholders, including volunteers and staff.
- Excellent teamwork and leadership skills in multicultural environments
- Ability to motivate and manage a group of managers to drive program success
- Ability to develop program strategy follow through and execute.
- Relates well to people; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; truly values people; can diffuse

even high-tension situations comfortably.

- Results – Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very performance oriented; steadfastly pushes self and others to obtain quality results
- Innovation Management – Has good judgment about which creative ideas and suggestions will work; has a sense about managing the creative process of others; can facilitate effective brainstorming; can project how potential ideas may play out in the marketplace; is good at bringing the creative ideas of others to market.
- Project Management – Demonstrated ability to perform task analysis, implement and manage new projects, process work flow, and establish and manage timelines.
- Effective presentation skills, in a variety of formal presentation settings; one-on-one, small and large groups, commands attention and can manage group process during the presentation; can change tactics midstream when something isn't working.
- Demonstrates perseverance, sense of urgency, seldom gives up before finishing; especially in the face of resistance or setbacks.

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.

