

**Position:** Site Based Program Coordinator



**FLSA Classification:** Exempt

**Reporting Relationship:** Manager, Site Based Programs

**ABOUT BIG BROTHERS BIG SISTERS (BBBS) OF METRO CHICAGO:**

**BBBS Metro Chicago's Mission** is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

**BBBS Metro Chicago's Vision** is that all youth achieve their full potential.

BBBS is an affiliate of the oldest, most respected mentoring organization in the US. BBBS is a professionally managed, mission driven, performance based organization providing high quality, safe and impactful 1:1 mentoring services to over 2,200 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, BBBS 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 BBBS' 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](http://www.BBBSCHGO.org).

**BBBS Metro Chicago'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 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 supervision responsibility.

**Responsibilities:**

The Site Based Program Coordinator is responsible for program setup, match support/case management, training volunteer mentors, on-site supervision and partnership management for a variety of mentoring programs. These programs may include school, workplace, neighborhood programs that can occur during the day, after school or in the evenings. **This position requires a flexible schedule and may include working some evenings and weekends.**

- Develop group and one-on-one projects/activities for mentoring programs and provide on-site and/or virtual support and facilitation during mentoring sessions to develop match relationships, including strategic interventions that strengthen match relationships.
- Oversee all logistics, content, and budgets for program sessions, including evening and weekend commitments.
- Lead orientation and training sessions for volunteer mentors, parents, and youth.
- Conduct in-person, telephone or electronic conversations with youth and volunteers in order to provide coaching and assess elements of child safety, match relationship development, positive youth development and volunteer satisfaction and respond and address potential problems and barriers as early as possible
- Provide timely and comprehensive documentation of match support conversations in agency database system to assure accountability, effectiveness and efficiency.
- Foster match partnership relations with parents through consistent communication.
- Conduct Match Introduction Meetings for all new matches.
- Develop and maintain on-going relationships between school or youth partner, staff and administration, designated corporate or volunteer partners and BBBS, including regular communication and problem-solving.
- Provide and promote a 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.
- Assist with participant interviews and recruitment efforts, as needed.
- Collect data and surveys from volunteers and youth enrolled, maintaining accurate records in database and files for each program participant.
- Work with program manager and other staff to regularly analyze and assess the strength and health of each program which can include the development of an action plan for improving program.
- Participate in summer committees to update paperwork, policies, and/or procedures and contribute to team projects.
- Participate in Fund Development activities to assist with annual fundraising goals and all activities needed to fulfill program requirements.
- Provide friendly, approachable customer service and represent the Agency and our mission in a professional and positive manner.
- Other duties as assigned.

## Skills and Qualifications:

- Applicants with Bachelor's and/or Master's degree required
- A belief in the Mission and Vision of BBBS
- Minimum 2-4 years' experience working with youth, program management, volunteer management, and/or community or school partnerships is desirable
- 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
- Experience providing coaching to youth or adults preferred
- High level of efficiency and organization, ability to manage time effectively and efficiently and handle multiple tasks
- Excellent attention to detail and organized work style
- Experience working in diverse communities is strongly preferred
- Understanding of child development and family dynamics
- Ability to work both in a team and independently while exercising good, professional 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 city and suburbs of Chicago and Lake County, Indiana. Applicant will need to attend meetings and other agency events located in our Chicago headquarters as needed.
- **Applicants must have access to a 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  
560 W. Lake St., 5th Floor  
Chicago, IL 60661

**BBBS is an Equal Employment Opportunity Employer**

