

Position: Director, Community Based Programs



FLSA Classification: Exempt

Reporting Relationship: Vice President of Programs

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/Essential Functions:

Director of Community Based Programs has overall responsibilities for maintaining excellence in the Community Based Program offered by BBBSMC. These responsibilities include: recruitment strategic planning, monitoring Big Brothers Big Sisters of America management trends, program performance reporting and, training and supervision of the Community Based Program staff.

The position works in close teamwork with the COO, Chief Development Officer, Vice President of Programs (VPP), Director of Site Based Mentoring Programs, and Human Resources. 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.

Supervisory Responsibilities:

The Director of Community Based Programs supervises the Manager of CB Customer Service and Processing and the Managers of CB Match Support to ensure provision of an optimal customer focused quality mentoring service experience to youth, their families and volunteers.

Responsibilities:

1. In collaboration with the COO and VPP, set and achieve multi-year and annual agency Program goals.
2. In partnership with CEO/COO/VPP, develop an engaged Program Committee that embraces best practices and program oversight to reach the agency's mission.
3. Serve as a vital member of the Program Leadership by staying abreast of organization-wide issues and contributing to the development and achievement of the agency's long-term vision and short-term operating plans.
4. Active participant in the development of the agency's strategic growth program strategy and related tactical plan and budget.
5. Ensure compliance with BBBSA standards, updates and maintains program manual as it relates to CB program policies and procedures.
6. Participate in national and local audits and annual BBBSA self-assessment
7. Management of Community Based Program Staff according to agency and national BBBS professional standards.
8. Evaluate Community Based Managers in the Customer Relations, Enrollment and Matching and Match Support teams
9. Recruit, hire, train and supervise Community Based Managers
10. Develop an effective partnership with BBBS Program teams, including local, regional and national.
11. Review and monitor CB performance metrics and ensure the effective use of Matchforce
12. In order to reach program strategic and growth goals, partner with Brand Ambassador Team to develop and revise CB recruitment strategies
13. Coordinate services and maintain documentation and reports as required by agency contracts, including FSS, OJJDP, etc.
14. Director will carry out other duties as assigned

Skills and Qualifications:

- A belief in the Mission and Vision of BBBS
- Bachelor's degree in social work, psychology, education or social services administration required plus relevant experience. Master's Degree preferred.
- 5-7 years progressively responsible experience and documented success in the area of social services Program management
- Management/administrative experience including supervision of staff

- Case management experience in youth development.
- Experience with Department of Human Services (or other governmental branch) reporting procedures a plus.
- High level of efficiency and organization, ability to handle multiple tasks.
- Good oral, written and interpersonal communication skills.
- Understanding of other races, cultures, values and belief systems.
- Excellent oral and written communications skills including honed reflective listening ability
- Integrity
- A sense of humor and superior interpersonal skills

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.

