

**Position:** Manager, Site Based Program Facilitation



**FLSA Classification:** Exempt

**Reporting Relationship:** Director of Site Based Programs

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

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

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

BBBSCHI is an affiliate of the oldest, most respected mentoring organization in the US. BBBSCHI 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, BBBSCHI 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 BBBSCHI'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](http://www.BBBSCHGO.org).

**Position Summary:**

The Manager, Site Based Program Facilitation will be responsible for day-to-day program site management of agency site based programs throughout Cook, DuPage, Lake Counties of IL and Lake County, IN. In addition, the Manager will have oversight of Site Based Program Facilitators. Responsibilities include partnership management and hiring, training and supervising program staff to assure quality and consistency of program in line with BBBSChi standards and strategic goals 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 site based program facilitators.

**Responsibilities:**

1. Work closely with Agency management to set program strategy and direction, then execute on the agreed upon plan and goals.
2. 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.
3. Review program MatchForce documentation and feedback surveys and conduct regular analysis on program activity and staff performance to ensure quality, consistency, and adherence to BBBSA and BBBSCHI standards, goals and metrics
4. Coordinate all site program logistics, including site identification, transportation, etc.,
5. Collaborate with the SB Managers of Customer Service and Processing and Match Support to monitor intake, enrollment, matching and support goals/queues.
6. Hire, train and supervise assigned Program Facilitators
7. Supervise Program Facilitators to ensure match introductions are completed, program sessions are planned and executed and proper MatchForce documentation is maintained.
8. Collaborate with Brand Ambassadors to monitor and flag recruitment opportunities (program needs, partnership leads, etc.) and, as appropriate, assist in volunteer and youth engagement activations.
9. Other Duties as Assigned

**Skills and Requirements:**

1. Bachelor's degree in education, social work, business administration 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 workflow and establish and manage timelines.
5. Excellent public speaking, presentation and writing skills with proven results.
6. Strong interpersonal skills
7. Results Oriented
8. Strong computer skills, i.e, Microsoft applications, internet research and database management. Matchforce 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, etc. There is an expectation to work in office a **minimum** of two days per week.

**To apply**, 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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