

Position: Volunteer and Family Engagement Manager



FLSA Classification: Exempt

Reporting Relationship: Vice President of 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 almost 2000 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.

BBBSChi's Core Value is a deep belief that Justice, Equity, Diversity, and Inclusion is paramount and fundamental to BBBSChi'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 JEDI 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 Volunteer and Family Engagement Manager (VFEM) is responsible for implementing engagement opportunities in two key areas: Family Support & Engagement and Match Experience to foster strong mentoring relationships and a positive connection with the agency. The VFEM works closely with the program teams to assist in the development of a collaborative climate between volunteers, families and BBBSChi focusing on strengthening partnerships and enhanced communication between all parties. This position requires occasional evening and weekend hours to meet with matches and facilitate activities and events.

Supervisory Responsibilities:

This position supervises the Family Engagement Apprentice and the Big Futures Coordinator (TBH).

Family Support & Engagement:

1. Collaborate with the Match Support teams and engage with families to understand and identify needs and seek out referrals for services and resources.
2. Connect with community and corporate partners to coordinate events and resource drives/distributions i.e., school supply drive, book fair, coat drive, etc.
3. In partnership with the Family Engagement Apprentice, develop a robust plan to launch a Family Advisory Committee (FAC) that advises BBBSChi in enhancing programs and supports and procedures, builds community among BBBSChi families, and supports increased engagement.
4. Provide staff leadership and support to the FAC including supporting planning, communications, and championing FAC activities among internal and external contacts.
5. Create monthly newsletter for youth and families to welcome new matches, recognize anniversaries, and highlight opportunities for youth development and resources.
6. Identify learning opportunities for youth and families and coordinate regular “Family University” educational sessions with community partners.

Match Experience:

1. Coordinate ticket distribution for matches and develop activity ideas and ways to engage matches.
2. Provide staff leadership and support to Big Leadership Council (BLC). Supporting planning, communications, and championing BLC activities among internal and external contacts.
3. Create monthly newsletter for Bigs and matches to welcome new matches, recognize anniversaries, and highlight activities and events.
4. Connect with community and corporate partners to solicit discounts, tickets, and experiences for matches to enjoy.
5. Manage Akesh and Match Enrichment Fund grants to provide resources for matches.
6. Identify learning opportunities for Bigs and coordinate regular “Big Conversations” educational sessions with staff and community partners.

Big Futures:

1. In partnership with Big Futures Coordinator, develop a robust plan to launch a Big Futures program that supports Littles in their exploration of college and post-secondary paths including college visit days, career exploration, and other post-secondary activities.

2. Develop partnerships that expose Littles to post-secondary options and resources i.e., colleges, internships, apprenticeships, and career exploration.
3. Create a newsletter for high school aged Bigs and Littles to share opportunities, events, and resources.

Reporting/Assessment:

1. Collaborate with the Development and the Program teams to ensure that grant reporting and activity requirements are fulfilled.
2. Contribute to grant progress reports and collect and analyze evaluation data to assess client satisfaction and feedback on engagement opportunities.

Skills and Qualifications:

- A belief in the Mission and Vision of BBBS
- Bachelor's degree in social services, human services or related field required.
- Prior case management experience preferred.
- 1-2 Years of child development experience and/or experience working with children in a social services environment is required.
- Assessment and relational development experience with child and adult populations.
- Understanding of child development and family dynamics.
- Experience working in diverse populations is preferred.
- Excellent oral and written communication skills.
- **Bilingual (English/Spanish) preferred.**
- Ability to work both in team and independently exercising good judgment, make sound decisions & problem solve.
- Ability to work with confidential information required.
- Must be an integral person with strong interpersonal skills.
- A strong commitment to quality and results
- Strong computer skills - Proficiency in Microsoft Office and internet-based applications.
- Must have reliable transportation and be willing to travel as necessitated by job responsibilities.
- Must be able to work evenings and some weekends as required to fulfill job responsibilities.

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
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Chicago, IL 60661

BBBS is an Equal Employment Opportunity Employer



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