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| <b>Position Title:</b><br><b>Mentoring Relationship Specialist</b>               | <b>Classification:</b><br><b>Salary Non-Exempt</b> | <b>Date last revised:</b><br><b>10/01/2018</b> |
| <b>Department: Match Support</b>   | <b>Supervises: N/A</b>                             |  |
| <b>Reports To: Senior Director, Mentoring Relationships and Program Outcomes</b> |  |  |

## Purpose

**Purpose of this function:** The Mentoring Relationship team provides customized support, coaching, supervision, and engagement to all match parties to ensure that matches build strong, enduring relationships that result in positive youth outcomes and fulfilling volunteer experiences for Bigs.

## Responsibilities

### Mentoring Relationship Responsibilities:

- Introduce and continually assess and coach the match relationship through contacts and surveys with a focus on child safety, match relationship development, positive youth development and volunteer satisfaction.
- Guide the match in achieving positive outcomes for the youth and transition the match to closure and re-engagement when appropriate.
- Promote intentional individual and group match activities to foster a strong match relationship and increase positive youth outcomes.
- Increase volunteer engagement and affiliation with the agency through individualized recognition, annual events, and re-engagement strategies.

### Program Expectations:

- Assess and provide for individual training needs, information and support needs for each match participant to assure a positive youth and development experience for the child and successful and satisfying experience for the volunteer.
- Ensure accurate documentation is completed in database according to BBBS Standards and Agency policies & procedures.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Work with strategically identified external partners (i.e. Schools, community centers, corporations, etc.) to build relationships for youth referrals and family resources.
- Staff recruitment booths/tables, match activities and agency events.
- Share with development, engagement, partnership and/or marketing staff potential partnership relationships and stories as discovered through match contacts with Big, Little and Parent/Guardian.
- Maintain customer service at levels exceeding expectations of our partners, volunteers, parents, and children.
- Be an ambassador for BBBS by representing BBBS in a professional manner, identifying and seizing opportunities to recruit volunteers, and furthering the mission of BBBS.
- Maintain budget documents including invoices and other expenses incurred by department as needed.

**General:**

- Attend required meetings and events as scheduled.
- Establish and promote positive communication among all team members of BBBSCI to increase collaboration and reduce inefficiencies.
- Represent BBBSCI in a professional manner at all times, providing courteous service to both internal and external constituent and presenting a positive image of BBBSCI.
- Abide by BBBSCI policies and practices.
- Complete other duties as assigned

**Evaluation of Performance**

Performance will be evaluated based on meeting the requirements of the job description; meeting performance metrics and other quality indicators established for this position; working effectively in a team environment; and demonstrating the values of Big Brothers Big Sisters of Central Indiana.

**Experience, education, degrees, and licenses****Minimum requirements:**

- Bachelor's degree required. Degree in Human Services, Social Services, or related field, or experience in social services, education and/or child development.
- Participation in continuing education programs as requested.
- Must be able to work proficiently with agency data base, computers and other office equipment.

**Physical demands/Work environment**

- Must be able to work proficiently with computers and other office equipment.
- Required to travel approximately 60% of time to meet agency needs (often in places of employment or individual homes), attend conferences and meetings, etc. Travel is generally within Central Indiana.
- Must be able and willing to work evenings and weekends as required by agency.
- Must have reliable transportation. Drivers of privately owned vehicles must have valid driver's license and meet state required automobile insurance minimums. May be required to transport clients.
- Must be able to pass a background check consisting of National Sex Offender, Criminal History and driving check.