

JOB DESCRIPTION

Position Title: Youth Empowerment Coordinator	Classification: Salary- Non-Exempt	Date last revised: 4/19/23
Department: Enrollment & Matching	Supervises: NA	
Reports To: Sr. Director of Enrollment & Matching and Customer Relations		

Purpose

Our mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. Our vision is that all youth achieve their full potential. **Big Brothers Big Sisters of Central Indiana serves more than 1,100 youth annually ages 8 - 18 in Hamilton, Johnson, and Marion Counties. We partner with parents/caregivers, volunteers, schools, and the donors in our community to defend, ignite, and empower the potential of every child we serve.**

Purpose of this role: Collaborate with other organizations and expand BBBSCI (Big Brothers Big Sisters of Central Indiana) programming.

Responsibilities

Youth Empowerment/Family and Volunteer Recruitment:

- Understand waitlist to understand high priority areas and needs
- Independently works to develop, cultivate, and maintain a menu of strategic collaborations and partnerships with other programs to serve and provide programming options for referred youth and families.
- Ensure tracking of outside programming, recommendations, referrals, and service.
- Make recommendations or referrals for youth to other programs, resources or expanded BBBSCI programming.
- Work closely with Youth Enrollment Specialist (YES) and any group mentors to coordinate communication/coordination
- Develop a process to ensure a high level of customer service from enrollment through participation in other programs or services.
- Work with supervisor to evaluate individual partners/programs on an ongoing basis.
- Obtain signed Memorandums of Understanding (MOU) and Data Sharing Agreements as requested or when appropriate.
- Serve as the BBBSCI Liaison for Program partners.
- Obtain bids and contracts with vendors and partners for program opportunities and events.
- Oversee the communication, promotion, and recognition of partners.

- Ensure we have youth referrals and identified mentors to meet our 3 Family Opportunity Fund (FOF) partner agencies.
- Attend recruitment fairs and booths (to recruit for FOF)
- Develop and execute recruitment presentations at partner sites.
- Assist with Volunteer Recruitment efforts to support matches and waitlist activities
- Work with YES/Mentoring Relationship Specialists (MRS) to identify youth waiting within FOF boundaries and encourage their participation.

Program Development:

- Develop and ensure facilitation of supplementary BBBS CI programming to serve referred youth to fill gaps in service (I.e., group mentoring series both internally and externally),
- Evaluate programming to ensure effectiveness.
- Assist in the development of policies and procedures as it relates to new internal and external programming.
- Develop internal group programming curriculum, system to track outcomes, and track/report out on successes and challenges.
- Coordinate, train, and work closely with group mentors.

Reporting and Budgeting: Proactive planning to identify budgetary needs, constraints, and efficiencies in program activities:

- Develop an evaluation system to measure the level of clients' success and collection of feedback of program opportunities, events, activities, and partnerships.
- Track and enter all program & activity partner information into database, ensuring accuracy and timelines of information into system.
- Determine allocation of funds for staff and activities such as supplies, materials, and equipment.
- Prepare and submit budget requests in collaboration with grant proposals to solicit program funding.
- Prepare and maintain attendance, activity, planning, accounting, grants, and records for match activities.
- Serve as the lead in sharing updates regarding the waitlist and partnerships.
- Monitor and communicate metrics for the department.

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 BBBSCI by representing BBBS professionally, identifying, and seizing opportunities to recruit volunteers, and furthering its mission.
- Maintain budget documents including invoices and other expenses incurred by department as needed.
- Availability and willingness to work regular evenings and weekend hours 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.
- Always represent BBBSCI professionally, providing courteous service to internal and external constituents and presenting a positive image of BBBSCI.
- Abide by BBBSCI policies and practices.
- Complete other duties as assigned

Qualities

To excel in this role, the candidate will bring the following:

- *Partnership Formation & Community-Building:* An ability to work in the community to build intentional program partnerships to further develop the mentoring experience, youth outcomes, and program satisfaction.
- *Empathetic, Informed, & Culturally Responsive:* An ability to exercise the following skills: Trauma-Informed, Strengths-Based, Positive Youth Development, Cultural Humility, and Commitment to Justice, Equity, Diversity, and Inclusion.
- *Quick Learner & Self-Starter:* A self-motivated, flexible, and hard-working approach.
- *Proactive & Prepared:* Excellent organizational and time-management skills.
- *Adaptable & Attentive:* Ability to handle multiple projects while maintaining an attention to detail and excellent customer service.
- *Confident:* Strong decision-making, problem-solving, and communication skills.

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 in human services, Social Services, Non-profit Management or Event Planning is preferred.
- Education and/or experience in areas of event planning, communication, youth program facilitation, volunteer engagement/management, or other related fields preferred.
- 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 willing to work evenings and weekends based on planned events.
- Required to travel approximately 50% of the time to attend conferences and meetings, etc. Travel is generally within Central Indiana.
- Must be able to work proficiently with computers, agency database and other office equipment.
- Must be willing and able to lift/carry/move items to effectively run events and activities.
- Must have reliable transportation. Drivers of privately owned vehicles must have a valid driver's license and meet state-required automobile insurance minimums. May be required to transport clients.
- Must be able to meet eligibility requirements in a background check consisting of National Sex Offender, Criminal History and Motor Vehicle Registry and verified through fingerprinting.

ACKNOWLEDGEMENTS

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature: _____ Date: [OBJ] _____

Supervisor: I have reviewed this job description with my employee.

Signature: _____ Date: [OBJ] _____

Human Resources:

Signature: _____ Date: [OBJ] _____