



## JOB DESCRIPTION

Position Title:  Youth Empowerment Coordinator	Classification: Salary- Non-Exempt	Date last revised: August 2025
Department: Match Support	Supervises: NA	
Reports To: Vice President of Mentoring Programs		

### 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 (BBBSCI) serves more than 1,000 youth annually aged 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 function:** The Match Support Team provides customized support, coaching, supervision, and engagement to all mentoring relationship parties to ensure they build strong, enduring relationships that result in positive youth outcomes and fulfilling volunteer experiences for mentors.

**Purpose of this role:** Collaborate with community organizations and expand BBBSCI programming and support for group mentoring and referred youth.

### Commitment to Core Values of Access, Belonging, & Opportunity

The Core Values of the Big Brothers Big Sisters network are Access, Belonging, & Opportunity. At Big Brothers Big Sisters of Central Indiana, we harness the power of our mission to connect people in relationships that celebrate and affirm who they are, foster a sense of belonging, and enable opportunities and experiences to empower their potential. All staff are expected to demonstrate commitment to the Core Values through their everyday work and learning.

### Key Competencies

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.
- *Group Facilitation:* An ability to guide a group towards achieving the session objectives while ensuring everyone feels heard and engaged. Demonstrate excellence in active listening, managing group dynamics, conflict resolution, and effective communication.

- *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.

## Responsibilities

### **Youth Empowerment:**

- Analyze waitlist to understand high priority areas and needs.
- Regularly communicate with parents/caregivers of referred youth through a variety of methods to provide them opportunities available.
- Ensure accurate and timely tracking of outside programming, recommendations, referrals, and service.
- Make recommendations or referrals for youth to other programs, resources or expanded BBBSCI programming.
- Responsible for youth enrollment into Collaborative and Group Mentoring to ensure service goals are hit.
- When applicable, share information with Enrollment & Matching Team regarding their experience with working with Littles.
- Develop a process to ensure a high level of customer service from enrollment through participation in other programs or services.
- Enter Big/Little information into Matchforce.

### **Program/Partnership Development & On-going Support:**

- Independently works to develop, cultivate, and maintain a menu of strategic collaborations and partnerships with other programs to serve and provide programming options for all referred youth and families to fill gaps in service.
- 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.
- Coordinate, train, and work closely with group mentors.
- 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, evaluate, and report out on successes and challenges.
- Introduce, continually assess, and coach the group mentoring match relationships by maintaining contact and survey schedules. Ensure the support focuses on child safety, match relationship development, positive youth development and volunteer satisfaction. Support methods may include in-person interactions, virtual meetings, and phone conversations.

- Guide the group mentoring match in achieving positive outcomes for the youth and transition the match to closure and re-engagement when appropriate.
- Listen to, encourage, and support youth.
- Engage with and support parents/caregivers to focus on the strengths of families and youth.
- Provide oral and written communication of match stories, partners, and progress updates.
- Work with supervisor to evaluate individual partners/programs on an ongoing basis.

**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.
- Monitor and communicate metrics for the department.

**Program Expectations:**

- Ensure accurate and timely documentation in database according to BBBS Standards and Agency policies & procedures.
- Ensure high-level expertise in applying youth safety and well-being knowledge, policies, and procedures throughout all aspects of job function.
- Assess and respond to individual training, information, and support needs for youth, parents/caregivers, and volunteers to ensure we provide a positive, developmental, and satisfying experience.
- Work with strategically identified external partners (i.e., Schools, community centers, corporations, etc.) to build relationships for volunteer inquiries, youth referrals, and family resources.
- Staff recruitment booths/tables, match activities and agency events as requested.
- Regularly share stories of program participants.
- Maintain customer service at levels exceeding expectations of our partners, volunteers, parents, and youth.
- Be an ambassador for BBBSCI by representing BBBS professionally, identifying and seizing opportunities to recruit volunteers, and furthering its mission.

**General:**

- Maintain timesheet and budget documents, including invoices and other expenses, and submit through proper channels promptly.
- Participate and engage in continued staff learning and discussions.
- 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.

### 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 1 to 3 times per week to attend conferences and meetings, etc. Travel is generally within Central Indiana.
- Overnight travel potential 0-1% yearly for conferences.
- 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: \_\_\_\_\_

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

Signature: \_\_\_\_\_

Date:  \_\_\_\_\_

Human Resources:

Signature: \_\_\_\_\_

Date:  \_\_\_\_\_