

JOB DESCRIPTION



Position Title: Site-Based Program Specialist	Classification: Salary Non-Exempt	Date last revised: June 2026
Department: Mentoring Programs	Supervises: N/A	
Reports To: Site-Based Mentoring & Family Program Manager		

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 1,000 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 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.

Purpose of this role: The purpose of this position is to play a vital role in three key areas: (1) providing match support for site-based (2) coordinating the operations of the site-based mentoring program, and (3) providing an additional supportive role to other program team departments to ensure agency goals and strategic plans are met.

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 likely bring the following:

- *Partnership Formation & Community Building*: An ability to work in the community to build relationships and meet constituents where they live, work, and thrive (in their schools, homes, office, community centers, etc.).
- *Empathetic, Informed, & Culturally Responsive*: An ability to exercise the following skills: Trauma-Informed, Strengths-Based, Positive Youth Development, and Cultural Humility,
- *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 attention to detail.
- *Confident*: Strong decision-making, problem-solving, and communication skills.
- *Technology Proficient*: An ability to use multiple technology platforms to communicate effectively and produce high-quality written content. Must exhibit typing proficiency.

Responsibilities

Mentoring Relationship Responsibilities:

- Introduce and continually assess and coach the match relationship by maintaining contact and survey schedules, at a minimum, with a focus 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 match in achieving positive outcomes for the youth and transition the match to closure and re-engagement when appropriate.
- Collect, Analyze, and report match and participant outcome data to inform coaching and structure within the match relationship and program.
- Assist mentoring relationships in creating and routinely updating their annual plans by uncovering their aspirations, dreams, and goals. Coach, guide, and support the match to follow through with completion of goals and pursuit of dreams. Ensure the plans are youth driven.
- Maintain a strong understanding of community services and provide referrals for families, mentors, and youth. Resources may include; basic needs, therapeutic interventions, academic support, etc.
- Increase volunteer engagement and affiliation with the agency through individualized recognition, annual events, and re-engagement strategies.
- Listen to, encourage, and support youth.
- Engage with and support parents/caregivers to focus on the strengths of families and youth.
- Complete Peer Quality Assurance file reviews, as requested.
- Complete oral and written communication of match stories and progress updates.

Site-Based Program Coordination

- Coordinate the planning, implementation, and evaluation of the site-based mentoring program.
- Collaborate with school personnel to identify eligible youth.
- Serve as lead staff in obtaining and completing youth referrals and enrollment forms to meet agency service goals.
- Assist the Enrollment & Matching department by completing youth interviews, ensuring agency service goals are met.
- Match Bigs and Littles based on interests, needs, and match goals.
- Serve as lead on-site BBBSCI staff for each location during program operation.
- Participate in collaborative meetings for BBBSCI and program sites to share feedback and improve programming and partnerships, including at least one end-of-year meeting to inform the next year's program.

Cross-Department Programmatic Support:

- Provide flexible programmatic support to other program team departments based on evolving agency priorities, special projects, and strategic initiatives.
- Assist with recruitment, enrollment, and onboarding activities during peak periods or staffing gaps.
- Provide coverage for other program roles during absences or high-demand periods to ensure continuity of services.
- Maintain adaptability and responsiveness to shifting program needs while upholding a high standard of service delivery.

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, or related field, is desired.
- Lived experiences and cross-transferable skills are welcomed and will be considered.
- Experience in social services, education and/or child development along with a commitment to principles of positive youth development is required.
- Participation in continuing education programs as requested.
- Must be able to work proficiently with agency database, computers, and other office equipment.

Physical demands/Work environment

- Must be able to work proficiently with computers and other office equipment.
- Expected weekly travel throughout the Central Indiana service area to meet the needs of clients and matches.
- Overnight travel potential 0-1% yearly for conferences.
- 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 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:  _____