



OPEN POSITION

Mission of Big Brothers Big Sisters: to provide children facing adversity with strong and enduring, professionally supported one-to-one mentoring relationships that change their lives for the better, forever.

Position Name: Mentoring Services Manager

Purpose of Position: Ensure that children are safe, parents are supported and volunteers are effective.

Primary Job Responsibilities:

- Maintain a strong demonstrable working knowledge of the agency program manual and all required trainings.
- Develop a thorough understanding of the Outcomes Evaluation System.
- Volunteer Management
- Family engagement
- Requires evening and weekend work hours.

Qualifications: Bachelor's Degree required; experience managing volunteers preferred; experience mentoring youth preferred. Experience working with youth and families required.

Competencies Required:

- Enthusiasm: Displays interest and enjoyment of the work.
- Likeability: For developing relationships, establishing rapport.
- Persuasion: Can make an eloquent, compelling case for support. Motivates others.
- Tenacity: Perseveres in the face of a challenge or difficult task.
- Training Development Coaching: Supports team members and volunteers in reaching their goals.
- Conflict Management: Identifies and handles conflicts sensibly, fairly, and efficiently. Assess concerns/issues to identify causes, gather and process relevant information, generate possible solutions, make recommendations and/or draw solid conclusion.
- Listening: Demonstrates the ability to give attention to, understand and respond effectively to team members and program participants.
- Self-awareness: understands own character, feelings, motives, and desires.
- Empowerment: helps others be successful.
- Adaptability: Can adjust to new conditions.
- Communication- oral/written: Is effective at connecting and exchanging information with others for results.
- Customer Focus: Cares about the satisfaction of all Bigs, Littles, parents and other BBBS stakeholders.
- Diversity: Values different perspectives and experiences. Relate well in multicultural environments.
- Excellence: Is committed to quality work and outcomes.
- Integrity: Acts with honesty; is trustworthy.
- Organization/Planning: Manages work in a systematic efficient way
- Pragmatic: Is logical and rational when problem solving or managing projects.
- Resourceful: Finds ways to overcome barriers to meeting goals.
- Stress management: Controls stress for optimal everyday functioning.
- Teamwork: Collaborates with other staff in a team environment to work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance organizational effectiveness.

Salary: \$33,000/year; \$1,000 increase after 90 day probationary period. **Benefits:** Ample & competitive.

Resumes to: careers@bigmentor.org.