



Position Available

Title of Position: Program Coordinator – (York County)

Date Position Available: Immediately

Position Reports To: CEO

Position is: Part Time (29 hrs/week)

About Us:

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

Vision: All Children achieve success if life.

Big Brothers Big Sisters partners with individual donors, foundations, corporations, government and others to build the critical network of support that funds and enables the work of carefully matching children with caring adult mentors and providing ongoing support to the child, volunteer mentor and child's family. Big Brothers Big Sisters targets children who need us most, including those living in single parent homes, growing up in poverty and coping with parental incarceration. More than 1,500 Matches (Bigs & Littles) get together regularly in the Central Carolinas region, creating and building life-changing friendships. Research proves that children enrolled in Big Brothers Big Sisters programs are more likely to improve in school and in their relationships with family and friends, and less likely to skip school or use illegal drugs or alcohol. Big Brothers Big Sisters of Central Carolinas has been recognized as a leader in the non-profit industry and in the BBBS network; winning the National BBBS Gold Standard Award and, locally, the Mayor's Mentoring Alliance Large Agency Best Practices award the last four years in a row. Our Development Team works hard to create unique, positive, memorable experiences for our volunteers, supporters and event participants. We deeply value the relationships created and the dollars generated from each of our donors, large or small.

Position Summary:

Essential to the BBBSCC brand, the primary function of this position is to ensure that volunteers and children are appropriately enrolled, matched and supported utilizing BBBSCC standards and practices.

Through collaborative community partnerships, specifically focusing on providing mentoring to children is essential.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time, customer satisfaction match closure rate, match retention rate, average match length, volunteer rematch rate, and customer satisfaction. The Incumbent will support volunteers, parents, and children through contacts, events, and resources.

Specifically the Program Coordinator will:

1. Conduct volunteer enrollments, including individual orientations, interviews, and completion of any other enrollment processes. Assess the necessity of home visits and complete as indicated.
2. Conduct client enrollments including parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.
3. Ensure a high-level proficiency and skill in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.
4. Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful match. Effectively align volunteer interests and qualifications with service options of agency. Consult with other service delivery staff and/or supervisor as appropriate.
5. Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer exit interview to supervisor for third party assessment.
6. Consult with other service delivery staff, community partners and/or supervisor as appropriate.

Qualifications:

- a. Bachelor's Degree
- b. Experience preferred with a sensitivity to serving youth.
- c. Minimum of 2 years' experience in social service or working with families and youth.

Required:

- a. Bachelor's Degree in Social work or relevant field
- b. Good oral and written communication skills
- c. Demonstrated attention to detail
- d. Experienced user of Microsoft Office products
- e. Good organization and time-management skills
- f. Must be a York County resident

Application Procedures and Special Instructions:

Interested applicants should submit a cover letter and resume via email, to: careers@bbbscentralcarolinas.org. For more information, visit: bbbscentralcarolinas.org