

## JOB DESCRIPTION

<b>Position Title:</b> <b>Program Coordinator - MentorU</b>	<b>Classification:</b> <b>Salary, exempt</b>	<b>Date last revised:</b> <b>7/29/2022</b>
<b>Department: Program</b>	<b>Salary: \$42,000+</b>	
<b>Reports to: Program Director</b>	<b>Supervises: N/A</b>	

### Purpose

The MentorU Program Coordinator will influence college and career success by working with students, administrators, and community and corporate partners. The PC connects Marshall High School students with positive adult mentors who can transform their futures. This position will ensure successful and viable ongoing relationships.

### Responsibilities

#### **Outreach and Engagement:**

- Plan and facilitate weekly MentorU class for mentees at Marshall High School, including discussion of weekly curriculum.
- Organize and staff multiple large scale and multi-faceted mentor-mentee events (i.e. career workshops, museum visits, end-of-year events), overseeing all logistics, content, and budgets, including evening and weekend commitments.
- Identify the needs for and conduct outreach for new volunteers and students.
- Perform enrollment processes for volunteer mentors and all students.
- Manage and support a caseload through the entire process.
- Lead orientation and training sessions for teachers, volunteer mentors, families, students, and businesses.
- Maintain documentation to assure accountability, effectiveness, and efficiency.
- Collect data of clients enrolled to include outcomes, attendance, disciplinary issues, and grades.
- Develop and maintain on-going relationship between school staff and administration, designated corporate partners and BBSDC, including regular communication and problem-solving.
- Serve as leader and role model for team and agency staff.

#### **Program Expectations:**

- Collaborate with other service delivery staff to ensure smooth transition among functions, including proactively identifying and eliminating barriers in the enrollment process.
- Maintain exceptional customer service for our partners, volunteers, parents, and children.
- Be an ambassador for BBSDC by representing the agency in a professional manner, identifying and seizing opportunities to recruit volunteers, and furthering the mission of BBBS.
- Assist with other program activities as needed.
- Establish, monitor and meet goals for new match growth, match length, support contact compliance, and customer satisfaction.

#### **General:**

- Attend required meetings and events as scheduled.

- Establish and promote positive communication among all team members of BBBSDC to increase collaboration and reduce inefficiencies.
- Abide by BBBSDC 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 Dane County.

### **Experience & Qualifications**

- Spanish speaking is preferred but not required.
- 3-5 years of experience in related fields such as teaching, youth services, communication, or community development (bachelor's degree preferred but not required).
- Must have strong communication skills.
- Must be able to work proficiently with agency databases and relevant software.
- Must understand issues/barriers that impact children and families from underserved populations
- Must demonstrate entrepreneurial spirit for project management and a desire to coordinate planning and implementation of a new program

### **Physical Demands & Work Environment**

- Required to travel approximately 10-15% of time. May include some travel to attend conferences and meetings, etc. Travel is generally within Dane County.
- Occasional evenings or weekends depending on when outreach events are scheduled.
- Must have reliable transportation, a valid driver's license, and automobile insurance.
- Must pass a criminal background check.