



MENTORING SPECIALIST **CHARLEVOIX - EMMET COUNTIES**

ABOUT BIGS

For over 50 years, Big Brothers Big Sisters of Northwestern Michigan (Bigs) has developed and supported one-to-one mentoring relationships for more than 16,000 children in our five-county region (Antrim, Charlevoix, Emmet, Grand Traverse, and Kalkaska). Through our commitment to quality and innovation, our team develops, monitors, and sustains caring and supportive, life-changing relationships between adult volunteers (Bigs) and youth (Littles). Our passion for our work has a direct and lasting impact on the lives of our youth and the adults who mentor them.

MENTORING SPECIALIST **CHARLEVOIX - EMMET COUNTIES**

There are over 1,700 children in Charlevoix and Emmet Counties that need mentorship from a caring adult right now. If you believe in the motivational power of mentorship, the Force is strong with you, so read on. Every Padawan needs a Jedi mentor, so in your role as Mentoring Specialist, you'll provide leadership and training to volunteer mentors, parents, and youth ages six through adolescence to inspire them to reach their full potential (and avoid the perils of the Empire). This position is located in Petoskey and reports to the Director of Mentoring with primary responsibilities including creating and supporting Bigs' matches to ensure child safety, positive outcomes, healthy and satisfying relationships, and a strong sense of affiliation with Bigs.



POSITION SUMMARY

Your regular responsibilities include:

Customer Relations

- Responds to all calls and inquiries in a timely manner from potential volunteers and parents and provides appropriate information about program and enrollment.
- Maintains contact with potential volunteers throughout the enrollment process.

Recruitment

- Works collaboratively with the team in ongoing and robust child and volunteer recruitment plans, including the delivery of program presentations.
- Suggests and develops creative new ways for recruitment.
- Identifies potential new business partners to recruit volunteers/discuss mentoring opportunities.
- Attends and supports agency programs and fundraising events, as appropriate and requested.

Enrollment & Match Support Coordination

- Provides intake information to potential volunteers and families and evaluates eligibility according to agency policies.
- Assesses whether a potential volunteer is suitable for the program by facilitating reference checks, interviews, assessments, and home visits with volunteer applicants. Provides any concerns to the Director of Mentoring that might influence eligibility or acceptance into the program.
- Develops matches via thoughtful consideration of positive relationship potential and facilitates match meetings.
- Continually assesses match relationships through appropriate supervision, contact with all parties according to agency and BBBSA Standards of Practice with the focus on: child safety, match relationship development, positive youth development, and volunteer satisfaction. Ensures real and/or potential problems and/or barriers are identified and addressed and resolved as early as possible.
- Addresses and provides for individual training, resources, and solution-focused strategies for each match participant to ensure a positive youth development experience for the child, and successful and satisfying experience for the volunteer and parent.
- Ensures any match issue(s) requiring additional leadership, guidance, or support are brought to the attention of the Director of Mentoring.
- Maintains up-to-date, accurate, and detailed documentation and database records of all interactions, according to Big Brothers Big Sisters standards.
- Develops, promotes, and implements group match activities in order to support ongoing volunteer involvement with the child and agency. Keeps volunteers, parents, and children apprised of opportunities to participate in educational, recreational, and cultural opportunities available to them as part of the Bigs' program.
- Assesses reasons for match closure; conducts match closure procedures and potential re-match opportunities.
- Identifies and promotes re-engagement of volunteer mentors (where appropriate) whether as Bigs, potential board or committee members, and/or donors.





Communications

- Immediately reports all suspected violations of child protection laws, Agency policies, and BBBSA standards to the Director of Mentoring and Chief Executive Officer (as appropriate).
- Reviews/discusses issues with the Director of Mentoring, keeping Director abreast of critical issues as they arise, and utilizing effective time-management strategies for non-urgent matters.
- Provides necessary program data and anecdotal information to the Director of Mentoring for reports and/or community, marketing materials, and/or any local or national surveys.
- Maintains relationships with cooperating agencies and educational institutions.
- Speaks publicly to promote the program, activities, and fundraising events.
- Ensures compliance with agency communications policies.

QUALIFICATIONS

Relevant youth-serving experience and a bachelor's degree from an accredited four-year university and/or related social services experience of at least two years. Proficiency in Microsoft Office with an emphasis on Word and Excel, as well as Google and the ability to adapt to other database programs. Must have and maintain a valid US driver's license along with an exemplary driving record.

Employment is contingent upon the results of a comprehensive background check, reference checks, and driving record check.



COMPENSATION

The annual salary is **\$45,000**. Bigs provides competitive benefits to our team, including:

- Health, dental, and life insurance plans
- Generous paid time off and holiday schedule
- 3% match toward a retirement plan upon employment
- Mileage reimbursement
- Cell phone

TO APPLY

If this sounds like the organization and position for you, please submit a cover letter and resume to Krista Goldman, Director of Mentoring at krista.goldman@bigsupnorth.com with "Mentoring Specialist" in the subject line.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities and required skills. Contents may be subject to change to meet the needs of Big Brothers Big Sisters of Northwestern Michigan.

LEARN MORE ABOUT OUR IMPACT AT
BIGSUPNORTH.ORG

