

## Special Program Coordinator

**OUR PURPOSE:** To clear the path to a child's biggest possible future.

Standing Together To Defend Potential: In a world of causes, we make a difference by creating professionally supported, one-to-one Matches for kids 6 to 18 years old, to help realize their full potential. Big Brothers Big Sisters professionally creates and supports these Matches. Over 500 Matches (Bigs & Littles) get together every week across the Granite State. Research proves that children enrolled in BBBSNH programs are more likely to improve in school and in their relationships with family and friends and are less likely to skip school or use illegal drugs or alcohol. BBBSNH has been recognized as a leader in the non-profit industry and in the national BBBS network; winning the National BBBS both Quality Award Winner in 2015 and Agency of the Year Nominee in 2013. Other awards include Non-Profit of the Year 2019 by Exeter Hospital. Our mission and reputation attract a very talented pool of employees and our culture helps us retain that talent.

### **POSITION SUMMARY:**

The *Special Programs Coordinator* is a key position within the Program department and is responsible for engaging, and stewarding with community partners to ensure strong relationships with local schools, after school programs, and workplace mentoring sites in the coordinator's region. This key person is responsible for engaging with participants from the initial stages of enrollment through match advising to match completion. They will manage their own caseload of matches and expect to attend their program on a monthly basis.

This is a full time (40 hours per week), statewide position, based in our business office located in Manchester, NH. This position will require travel within our service regions – specifically the Central region. This position also allows for flexibility in the daily work day and can include remote work, based on excellent job performance. As a member of the BBBSNH team there will be an expectation to participate in occasional evening and weekend fundraisers and other events.

### **DUTIES & RESPONSIBILITIES:**

- Child Enrollment and Matching Processes:
  - Participate in all appropriate program outreach and recruitment opportunities that will further the opportunity to serve youth through Community Based mentoring.
  - Coordinate and conduct all enrollments including parent, child and volunteer that include sound child safety education and enrollment practices. Assess and refer families to different (internal and external) services as needed.
  - Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of the job function. Identify child safety issues for volunteers, children and their families.

- Identify and eliminate any barriers interfering with the completion of the enrollment process.
  - Coordinate and/or conduct child reassessments/updates as indicated.
  - Review all enrollment informational and assessments and make recommendations for participation in the program based on this information. Assess needs/strengths for a successful match.
  - Determine matches and facilitate match meeting in accordance with volunteer and family schedules.
  - Make recommendations for training and support needs of the match.
  - Maintain accurate paperwork and records for each match according to BBBSA and agency standards.
  - Enter information into Matchforce as it is gathered.
- Match Support Responsibilities:
    - Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction.
    - Identify and address real and/or potential problems and barriers in the match as early as possible. This may include providing information, services or referrals to families of youth.
    - Assess and provide for individual training needs for each match participant to assure a positive youth development experience for the child, and a successful and satisfying experience for the volunteer.
    - Develop, promote and implement individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, annual events, and reengagement strategies.
    - Effectively utilize online reporting systems and surveys to assess match impact and youth development.
    - Share with Vice President of Programs and Director of Program Initiatives potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
    - Conduct match closure for closing matches including conducting exit interviews by phone or in person if necessary. Assess reasons for match closure and re-match potential.
    - Identify and promote re-engagement of volunteers as Bigs, board members and donors in other volunteer capacities.
    - Deliver quality services, maintain accurate and timely records for each match according to standards and utilize technology to report, synthesized and analyze data.
- Other Essential Duties:
    - Assist in the preparation and execution of agency events and activities relating to both outreach and fund development. Attend these activities as needed.
    - Represent BBBSNH in community outreach activities such as recruitment & intern fairs as well as other agency gatherings to present both Community Based and Site Based mentoring information when appropriate.

## **KNOWLEDGE, SKILLS & QUALIFICATIONS:**

- Bachelor's degree with at least two years of experience in direct service, youth development, social work, or a related area.
- Strong interpersonal skills. Demonstrated ability to develop and maintain professional relationships at all levels of the organization and build successful and effective relationships.
- Sensitivity to and experience in working with culturally diverse populations with the ability to build strong, healthy and productive relationships.
- Ability to effectively facilitate programming for youth.
- Passion and a proven track record of success in developing and managing productive partner relationships.
- Excellent project management and organizational skills with ability to consistently meet deadlines.
- Excited about and effective in working autonomously and within a cross-functional team .
- Enthusiastic about learning with the ability to give and receive constructive feedback.
- Works within the program management team to achieve a high level of success and effectiveness for BBBSNH.
- Facility with Microsoft Office Suite and comfort with data management systems Availability and flexibility to work weekday evenings and weekends on a regular basis, as well as travel to varying local venues.
- Access to a car; valid Driver's License required.
- Ability to sit or stand for long periods of time as needed. Ability to lift 40 - 50 pounds as needed.
- Ability to problem-solve, respond to changing priorities and meet deadlines
- High energy level, self-starter and willing to take initiative
- Proficiency in presentation tools. MS PowerPoint, Canva or similar
- Valid state-issued driver's license

## **WORK ENVIRONMENT**

BBBSNH is proud to offer competitive pay, a generous benefits package, ample vacation days, and a fun office environment where the average tenure for staff is greater than five years. Management believes in helping our staff members learn and grow, offering professional development opportunities whenever applicable. We also believe in the work hard, play hard motto as we plan staff outings where we step away from our day-to-day operations and focus on connecting as a team every other month. BBBSNH values diversity and inclusion and we are proud to be an Equal Opportunity Employer.

Updated 02-26-24 JG