



JOB DESCRIPTION

JOB TITLE:	Program Coordinator
REPORTS TO:	Executive Director
HIRED BY:	Executive Director
SUPERVISORY RESPONSIBILITY:	N/A
FLSA STATUS:	Non-Exempt - Hourly

JOIN A FORWARD-THINKING ORGANIZATION THAT HAS BEEN PROVEN TO MAKE A POSITIVE IMPACT ON CHILDREN'S LIVES. Our mission is to provide children facing adversity with strong and enduring, professionally supported one-to-one mentoring relationships that change their lives for the better, forever.

SUMMARY

In this business environment rooted in mission, the Program Coordinator provides exemplary customer service by effectively communicating with Big Mentors, Parents and Little Mentees via telephone, electronic, and face-to-face channels in compliance with the BBBSVT guidelines and expectations. The Program Coordinator must consistently provide excellent customer service, possess effective problem-solving skills, and be willing and able to contribute to the development of their own skills as well as a growing team learning environment.

The successful Program Coordinator will provide regular, ongoing match supervision for a case load of Bigs and Littles as well as conduct Child Enrollment and Volunteer Enrollment and Recruitment.

ESSENTIAL RESPONSIBILITIES

Match Supervision

It is the role of the Program Coordinator to build effective relationships with Families, Little Mentees, and Big Mentors, supporting them as they work to ensure positive impacts for youth facing adversity and creating a strong sense of affiliation with BBBSVT.

- Conduct the match meeting, contracts, supervisions, and closures within the guidelines outlined in BBBSVT policies and procedures to ensure a successful and viable relationship.
- Continually assess the match relationship, focusing on: match relationship development, child safety, privacy, positive youth development, and child/family and volunteer satisfaction. Identifying, addressing, and resolving real and/or potential problems and barriers as early as possible.

- Provide weekly and monthly reports to the Supervisor/Manager/Director. Maintain organized and well-documented supervision files in the agency database.
- Develop and maintain partnerships with assigned schools and/or school districts in order to implement school-based programs.
- Participate in Bowl For Kids' Sake, group activities, recruitment, fundraising, and other activities important to the advancement of the agency's mission.
- Represent BBBSVT at various meetings, conferences, events, and other functions as necessary to fulfilling the goals of the program.
- Make timely referrals to appropriate agencies when problems are encountered.

Child Intake

- Conduct face-to-face interviews with Little Brother/Little Sister applicants, parents, and/or legal guardians.
- Complete needs assessments and intakes on Little Brother/Little Sister applicants.
- Process children screening, including parent permission forms and interviews.

Volunteer Intake

- Interview applicants desiring to be a Big Brother/Big Sister, select and match suitable candidates.
- Process volunteer screening including background checks, reference calls, and interviews.
- Conduct face-to-face interviews with the potential Big Brother/Big Sister.
- Compile interview information in preparation for evaluation and recommendations.
- Make collateral contacts as required.

QUALIFICATIONS

- Bachelor's degree required.
- Previous customer service experience a plus.
- Previous work with populations facing adversity a plus.
- Knowledgeable in Cloud-based computer applications and database programs.
- Strong verbal and written skills.
- Excellent time management, organizational, and multi-tasking skills.
- Must have a valid driver's license and auto insurance with employees name listed as a vehicle operator.

SKILLS AND ABILITIES

- Patience with a confident and calming presence.
- Attentiveness.
- Clear communication skills.
- Ability to "read" volunteers.
- Ability to handle stressful situations.
- Ability to follow-through and follow-up in a timely manner.
- Goal oriented with a desire to achieve and grow professionally.
- Ability to engage and build relationships with children and adults of all backgrounds and ages.

BEHAVIOR NORMS AND COMPETENCIES

- Is receptive to direction, feedback, and guidance.
- Shares own needs, wants, and perspectives in a positive way.
- Appreciates and values individual differences.
- Shows engaged and active listening so that others feel heard and understood.
- Seeks collaboration by encouraging others' ideas and input.
- Takes initiative to find out what is expected and receive feedback.
- Delegates appropriately and lets people do their work.
- Uses personal mistakes as opportunities to learn and grow.
- Flexible problem-solver and adapts approach to be most effective.
- Follows and encourages others to follow policies, procedures, and behavior norms.
- Follows through with goals and commitments.
- Focuses on own job responsibilities instead of what others are or are not doing.
- Maintains healthy boundaries and does not participate in negative talk.
- Is willing to cross-train and cover for others as needed.

WORK ENVIRONMENT

The environmental conditions described are representative of those that must be met by an employee to successfully perform the functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Routine and flexible office environment with the ability to work away from the office and beyond regular work schedules when needed to complete the work.
- Moderate independent travel.

Primary focus of the job to be determined between supervisor and employee based on the needs and size of the program.

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. BBBSVT is an Equal Opportunity Employer.