



**JOB DESCRIPTION**

<b>Position Title:</b> <b>MENTOR 2.0 SUPPORT SPECIALIST</b>	<b>Job Status:</b> <b>Full-Time, Exempt</b>
<b>Department: SUPPORT</b>	<b>Location: Albuquerque</b>
<b>Reports To: Manager of Support over Educational Initiatives</b>	<b>Number of People Supervised: 0</b>

<b>POSITION PURPOSE</b>
<p>Essential to the BBBS brand, the primary function of this position is to provide match support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers.</p> <p>Provide direct delivery of the Mentor 2.0 program leveraging technology-based approaches to youth mentoring and education.</p> <p>Performance Measures: The successful incumbent will produce positive outcomes in the following areas: mentee enrollment rate, long-term match retention rate(2-years), school partner staff meeting attendance, and customer satisfaction.</p>

<b>ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)</b>
Enroll youth (mentees) including oversight of the application, screening and matching process
Facilitate high impact relationships between Mentor 2.0 pairs, including: enrollment; monitoring participation; provide individual attention; proactively assist relationships through regular communication, support & advice; and identify pairs who need additional support and implement strategies to improve relationships (9 <sup>th</sup> grade staff will support 10 <sup>th</sup> -12 <sup>th</sup> staff with data entry and covering support caseload as needed).
Lead weekly Mentor 2.0 class for mentees at participating schools, including a discussion of weekly curriculum
Lead orientations and training for teachers and mentees
Organize and staff multiple large scale and multi-faceted mentor-mentee events, overseeing all logistics, content and budgets
9 <sup>th</sup> grade staff will attend 75% school partner staff meetings/professional development opportunities
Track program participation
Conduct pre-, mid-, and post-program evaluations
Attend and participate in all team, staff and program meetings
Work, in conjunction with Mentor 2.0 Program Coordinator, to:

<ul style="list-style-type: none"> <li>• Schedule monthly (or every 6-weeks) group sessions and adequate make-up opportunities to ensure desired match participation and opportunities for positive relationship development</li> </ul>
<ul style="list-style-type: none"> <li>• Communicate with all parties (mentors, students, school personnel, staff etc.) regarding scheduled group sessions or activities and make-up opportunities</li> </ul>
<ul style="list-style-type: none"> <li>• Coordinate the content/activities for the group sessions in accordance to the iMentor curriculum and standards, while customizing them based on specific school/grade level and/or student needs and focus</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure that the groups sessions effectively compliment weekly e-mail communications between the mentors and mentees</li> </ul>
<ul style="list-style-type: none"> <li>• Coordinate the logistics involved in hosting successful group events/activities, including: venue, transportation, registration, staffing, materials, refreshments and meals (as appropriate), etc.</li> </ul>
<ul style="list-style-type: none"> <li>• Collect and compile records, ranging from attendance to impact, regarding all groups sessions or activities, and provide to the Manager when requested</li> </ul>
<ul style="list-style-type: none"> <li>• Conduct evaluations of the group sessions or activities, seeking ways to improve the programming for the individuals, schools and partners involved</li> </ul>
<ul style="list-style-type: none"> <li>• Adhere to program standards and monitor program delivery to ensure quality services and safety of the mentees</li> </ul>
Consult with other service delivery staff and/or supervisor as appropriate, including mandatory monthly supervision with Manager.
Other duties as assigned

<b>EDUCATION &amp; RELATED WORK EXPERIENCE</b>
<b>Education Level: (minimum &amp; preferred educational requirements necessary to perform this job successfully)</b>
Bachelor's degree is required. BA in social services, sociology, psychology or related field is preferred. College transcripts will be required.
<b>Years of Related Work Experience: (minimum &amp; preferred related work experience necessary perform this job successfully)</b>
One-year experience in social service, teaching field, or with other BBBS Programs is required. Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics.

<b>SKILLS AND KNOWLEDGE</b>		
	<b>Required</b>	<b>Preferred</b>
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	<b>X</b>	
Excellent oral and written communication skills reflecting solid customer service both in-person and telephone.	<b>X</b>	
Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction	<b>X</b>	
Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating	<b>X</b>	
Ability to relate well in multicultural environments;	<b>X</b>	
Ability to effectively collaborate with other volunteer match staff;	<b>X</b>	
Ability to use time effectively;	<b>X</b>	
Ability to focus on details.	<b>X</b>	
Ability to collect meaningful data and draw solid conclusions.	<b>X</b>	
Comprehensive criminal, sexual offender, MVD background checks	<b>X</b>	
Ability and willingness to travel locally to meet with volunteers and clients	<b>X</b>	

Core Competencies	High Performance Indicators
<b>Customer Focus</b>	Able to build strong working relationships with agency staff and matches; identify unexpressed customer needs and potential solutions to meet those needs; independently anticipate and meet customer match support needs; prioritize work in alignment with the needs of the match; use match knowledge and feedback to improve the effectiveness of own support results.
<b>Problem Solving &amp; Analysis</b>	Able to gather appropriate data and diagnose the cause of a problem before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.
<b>Flexibility &amp; Achieving Change</b>	Able to positively deal with changes that affect job requirements or work assignments; adapt to shifting priorities in response to the needs of matches; quickly recognize situations/conditions where change is needed; remain calm and professional in emotionally charged interactions; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.
<b>Continuous Improvement &amp; Gets Results</b>	Able to identify and apply "best practices" in own work; improve efficiency by planning and organizing work effectively, eliminating barriers and streamlining work processes; monitor, evaluate and track own performance; adapt work practices in order to meet goals and deadlines; persist in the face of ongoing obstacles or setbacks; accept responsibility for the quality and outcomes of own work.
<b>Decisiveness &amp; Judgment</b>	Able to demonstrate sound judgment in routine, day-to-day decisions; think critically to make decisions and take action, even in non-routine situations; rapidly make reasonable assessments with limited information; consider impact of various options when making decisions; use sound judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation.
<b>Open Communication</b>	Able to use active and attentive listening to confirm understanding; coach others through the use of reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience; document information about matches clearly and concisely in order to keep records accurate and up to date.
<b>Strategic Alignment</b>	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details. Participate as an active team member assisting other members of the support team and other teams within BBBS as needed to reach the overall goals of the Agency.

### CONDITIONS OF EMPLOYMENT

(Describe any specific conditions for employment relative to this position)

Must be able to pass comprehensive criminal, sexual offender, MVD background checks.  
 Must have car, valid driver's license, and meet state required automobile insurance minimums.

**WORK ENVIRONMENT/PHYSICAL REQUIREMENTS**

(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Routine office environment. Flexible work hours, including early evening/weekend, to meet customer needs. Must travel to local communities and neighborhoods, as needed.

**Equal Employment Opportunity**

Big Brothers Big Sisters of CNM provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, gender, or non-disqualifying physical or mental handicap or disability.

**Americans with Disabilities Act**

**Equipment Used:**

PC and standard office equipment, including utility dolly

**Physical Requirements:**

Position is primarily an office setting, requiring long periods of sitting at a desk and computer. The position requires the ability to lift 20 pounds unassisted, 40 pounds with assistance. Frequent visits to donor sites or securing agency supplies may require driving in inclement weather or in the evening after sunset. The ability to navigate within the city limits helpful.

**Job Responsibilities**

The previous statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Big Brothers Big Sisters of CNM may change the specific job duties with or without prior notice based on the needs of the organization.

**ACKNOWLEDGEMENTS**

**Creation Date:** 03.07.2013

**Revision Date:** 04/15/2019

**Supervisor: I have approved this job description and reviewed with my employee.**

Signature:

Date:

**Employee: I have reviewed this job description with my supervisor and acknowledge receipt.**

Signature:

Date:

**Chief Executive Officer:**

Signature:

Date: