



## JOB DESCRIPTION

**Job Title:** Education Program Coordinator

**Department:** Program

**Reports to:** Shannon Darrell, Associate Director of Programs

**Effective Date:** December 2021

**Supervises:** 0-3 staff

**Agency Mission:** Big Brothers Big Sisters empowers resilience in youth facing adversity, so they reach their full potential.

### Job Summary:

The Education Program Coordinator is responsible for launching/leading efforts to develop school-based programming, provide match support, and integrate services in accordance with the Big Brothers Big Sisters Service Delivery Model.

### Primary Responsibilities:

- Develop/lead efforts to launch new school-based programming
- Serve as key leader developing/maintaining relationships with key stakeholders including school administration and teachers, donors, mentors, and more.
- Coordinate efforts of program team to develop/implement KPIs, curriculum/ programming, and program structure, aligned with agency budget and scorecard metrics
- Assist Advancement and Enrollment teams to identify and enroll mentors and mentees
- Provide/manage match support for all matched pairs, in accordance with BBBS SDM. Develop/provide training and resources to ensure team delivers quality services to meet goals.
- Lead efforts of program staff, board members and stakeholders related to program design, implementation and continuous improvement
- Serve as member of the leadership team to set annual strategy, innovate to ensure competitiveness and relevance in mentoring market, produce high ROI programming and resource development, and attract/retain high performing team members

### Duties/Responsibilities:

**Program Development** - Develop/lead efforts to launch new school-based programming

- **Relationship manager** - Build on established relationship with school partners, to create MOUs, establish roles and responsibilities, and establish clear communication channels. Maintain personal relationship portfolio to manage key stakeholders, including school administrators, funders, mentor advocates, and more.
- **Develop/implement program** - Build on BBBS SDM and best practices, in coordination with BBBS leaders, to establish school based programming with school partners. Work with leadership to develop monthly and quarterly strategies and benchmarks to achieve annual

goals. Achieve annual program goals, including match support, billable hours, classroom management/presentation, customer relations, and more.

- **Coordinate committees and teams:** to include staff, board, volunteers, and more. Oversee/participate in committees and team sessions, including internal/ staff and external/board. Ensure program team engages with: Mentor Advisory Council to enhance volunteer experiences; Grants/Advancement Team to acquire/comply with donor funding, recruit mentors, enroll youth, marketing program; other engagement as needed.
- **Innovate/Deliver quality programming:** Work effectively with Leadership to advance and improve program, including compliance with funders and partners. Identify/pursue potential growth opportunities in the community.

#### **Ensure quality programming**

- **Matching mentors with mentees** - Oversee/coordinate with Advancement and Enrollment teams to enroll mentors and mentees.
- **Program Delivery** - Deliver Standards of Practice and National Service Delivery Model (Standards/SDM) with Gold Standard excellence. Provide quality match support to matched pairs, per BBBS SDM standards, to include documenting match engagement hours and meeting metric goals and KPI Coordinate development/implementation of curriculum, programming, Youth Development Plans, and more for mentors and mentees
- **Documentation and Compliance** - Maintain program files such as case notes, entries into the Matchforce database, assessments and other program related records with quality, accuracy and timeliness of entries. Recommend, implement and oversee processes that improve data and recorded information, thus increasing efficiency and effectiveness of the record management process. Conduce timely match closures and reassessments. Lead teams to identify and address program challenges and needs.

#### **Serve as a member of the program team to strategize, innovate, produce high ROI results, and attract/retain high performing staff, mentors and partners**

- Identify/implement innovative strategies to advance annual and long-term all-agency goals
- Identify/maximize opportunities to increase quality of programming for youth, including curriculum, KPIs, classroom management, and more, including high ROI, resources, and best practices utilized throughout the BBBS network and mentoring fields
- Strategize with leadership staff and board to mitigate risk, maximize efficiencies, ensure quality customer service, and provide gold standard programming to defend the potential of New Mexico youth
- Act as representative for the Director of Programs when needed.

#### **Required Skills/Abilities:**

- Excellent oral and written communication skills reflecting solid customer service both in-person and telephone.
- Ability to relate in multicultural environments
- Ability to effectively collaborate with team members
- Experience/ability working with volunteers and youth
- Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating

- Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction
- Ability to develop meaningful, productive relationships with key stakeholders
- Ability/willingness to constantly maintain case files, compliance requirements, and documentation
- Demonstrated competency in strategy, execution of plans, goal attainment
- Understanding of school partners to drive mentor/youth enrollment and services in schools
- Commitment to innovation and process improvement
- Proficient with Microsoft Office Suite or related software.

**Education and Experience:**

- BA required
- Minimum three years' experience in case management or related field
- Education experience a plus

**Physical/Base Requirements:**

- Use personal vehicle to travel across multi-county service area, with primary work in/around metro ABQ
- Attend evening/weekend activities/events
- Carry/haul equipment, including banners, tables, chairs, IT equipment, and other materials
- Spend most of time in the field, conducting donor and volunteer recruitment visits/activities

**DISCLAIMERS**

*Equal Employment Opportunity:* BBBS-CNM provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

*Americans with Disabilities Act:* Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

*Job Responsibilities:* The above 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. BBBS-CNM may change the specific job duties with or without prior notice based on the needs of the organization.

Employee Signature/Date:

Direct Supervisor Signature/Date:

CEO Signature/Date: