



Job Title: Program Specialist

Department: Support

Reports to: San Juan County Site Manager

Effective Date:

Job Summary:

The Program Specialist will be responsible for finding the best match for volunteers (Bigs) and children (Littles). Also supporting the match relationship between a volunteer (Big) and child (Little) to maintain the highest standards of child safety and to promote a long-term and impactful relationship.

Duties/Responsibilities:

Overseeing Matches (Big and Little pairings)

- Coordinating new match introductions
- Provide ongoing support to all match parties including the volunteer, parent, and child to ensure adherence to National BBBS Standards, child safety, and to offer appropriate coaching and support
- Document comprehensive written summaries of all match support contacts in real-time, web-based contact management software, in order to comply with national standards
- Coordinating match activities and events for participation from the matches

Enrollment of Match participants

- Assisting in the enrollment of volunteer and child for the mentoring programs
- Ensure all participants have been appropriately enrolled before they are matched

Developing and Maintaining partnerships

- Assisting in the development of partnerships for the School Based programs, and maintaining communication with assigned liaisons from school partners.

Recruitment of match participants

- Assisting in advocating for the mentoring programs by providing information to potential clients and volunteers

Other duties as needed

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.

- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite or related software.

Education and Experience:

Bachelor’s degree is required. BA in social services, sociology, psychology or related field is preferred. At least one year related experience, preferred. Bilingual, Navajo and/or Spanish is preferred.

Physical Requirements:

Prolonged periods of sitting at a desk and working on a computer.
Work as needed on evenings and weekends to attend planned events promoting the agency.

Equal Employment Opportunity

BBBS 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, or non-disqualifying physical or mental handicap or disability.

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. BBBS of CNM may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

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

Signature: _____

Date: _____

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

Supervisor: _____

Date: _____