



<b>Position Title:</b> mentor2.0 Match Support Specialist	<b>Job Status:</b> Full time, hourly
<b>Department:</b> Support	<b>Location:</b> Albuquerque
<b>Reports To:</b> Manager or Assistant Manager of Education Programs	<b>Number of People Supervised:</b> 0

<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: Participant Engagement, BBBS Service and Partner Engagement and Service.</p>

<b>ESSENTIAL DUTIES AND RESPONSIBILITIES</b>
<p><b>Participant Engagement</b></p> <p><b>Pair Engagement</b>            Oversee the enrollment and matching of youth in the mentor2.0 program.            Facilitate high impact mentoring relationships with matched pairs through individualized coaching of best practices to mentors and mentees in a timely manner.            Effectively document coaching and participant contact.            Oversee the online participation of active pairs to ensure safety, consistency and growth.            Facilitate fun, safe, impactful events and makeup events.            Track and record mentor and mentee participation in a timely manner in alignment with current organizational goals.            Implement participant surveys in a timely and effective manner.            Guide pairs to healthy closure and document individualized closure processes effectively and in a timely manner.</p> <p><b>Mentee Engagement</b>            Facilitate high impact classrooms and deliver all required curriculum.            Offer individualized and effective coaching, employing best practices to all mentees regardless of enrollment status.            Collaborate with unmatched students to build effective individualized programming that serves their current needs and current organizational needs.            Fulfill required and relevant grade level duties.</p> <p><b>Mentor Engagement</b>            Deliver initial and ongoing mentor training on an individual and group basis.            Provide effective customer service that leads to increased volunteer retention, volunteer re-enrollment and a positive volunteer experience.            Collaborate interdepartmentally and externally to improve the volunteer experience.</p>

**Big Brothers Big Sisters Service**

Collaborate interdepartmentally as required.

Achieve organizational goals in areas such as billing, marketing, fundraising, enrollment and stakeholder service.

Offer effective and efficient coverage to mentor2.0 stakeholders during the absence of other team members.

**Partner Service and Engagement**

Collaborate effectively with iMentor, Amy Biehl High School, South Valley Academy, current funders, BBBS Board and Committees and other relevant partners.

Fulfill partner duties in a timely and effective manner.

EDUCATION & RELATED WORK EXPERIENCE
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<b>Education Level:</b>
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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:</b>
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One year experience in social service, teaching field, non-profit or with other BBBS Programs is required. Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics.

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

Core Competencies	High Performance Indicators
<b>Customer Focus</b>	Able to build strong working relationships with all stakeholders; identify unexpressed customer needs and create potential solutions to meet those needs; independently anticipate and meet customer support needs; prioritize work.
<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**

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**

Must be able to work in a virtual, office and school environment. Must be able to meet flexible work hours, including early evening/weekend.  
 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.

<b>ACKNOWLEDGEMENTS</b>	
<b>Creation Date: 03.07.2013</b>	<b>Revision Date: 10/31/2021</b>
<b>Supervisor: I have approved this job description and reviewed with my employee.</b>	
Signature:	Date:
<b>Employee: I have reviewed this job description with my supervisor and acknowledge receipt.</b>	
Signature:	Date:
<b>Chief Executive Officer:</b>	
Signature:	Date: