



Job Title: Program Specialist I

Department: Program

Reports to: Otero County Site Manager

Effective Date: Immediately

Job Summary: This position is specifically responsible to ensure that volunteers and children are appropriately enrolled and matched while executing a high degree of independent judgement when utilizing BBBS standards and practices. The Program Specialist I must ensure the delivery of the highest level of Customer Service, while focusing on Volunteer options and child safety which should be demonstrated throughout the volunteer and child enrollment and matching process. The successful incumbent will produce positive outcomes in the following area of Enrollment: volunteer yield and processing time; new matches and overall matches served, youth yield; Youth /parent processing time, and Customer Satisfaction.

The Program Specialist I will be expected to achieve agency, team and individual goals as detailed in bi-annual evaluation forms, agency metrics and scorecard. Goals include those for matches made, matches retained, engagement (billing hours), and Donor contributions (as appropriate).

Responsibilities of the Position:

- **Promote the Mission, Vision, Values & Messaging of BBBS (Community Partner/Volunteer Recruitment)**
- **Match Enrollment**
- **Match Support**
- **Ensure Customer Satisfaction in Program outcomes**
- **Match Retention**
- **Billing Hours**

Breakdown of Essential Duties and responsibilities:

- I. **Promote the Mission, Vision, Values & Messaging of BBBS (Community Partner/Volunteer Recruitment)**
 - a. Assist the Site Director, and Program Specialist II in publicly presenting, promoting, selling and engaging the BBBS Vision, Mission, Values and messaging to diverse Community members, potential donors and partners at varied venues and events as directed in order to grow the organization.



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- b. Participate in special programs, projects, and events that support the BBBS mission as directed by Site Manager or Program Specialist II. Events and campaigns could include and are not limited to:
 - i. Bowl for Kids' Sake (including enrollment of Team Captains)
 - ii. Match Makers Breakfast
 - iii. Annual Gala
 - iv. Discovery Festival
 - v. 60 Men in 60 Days Recruitment Campaign
 - vi. Bring A Friend Recruitment Campaign
 - vii. Other special programs could include: Grandparent BIG program, Big's with Badges, High School Big's as appropriate, as assigned.
- c. Actively support Site Director in meeting aggressive volunteer goals including
 - i. Annual Team Goals
 - ii. Monthly recruitment goals
 - iii. Volunteer recruitment moves each month as needed.
- d. Youth recruitment
 - i. Actively recruit youth to serve as Littles in our Community-based and Site based programs as needed.
- e. In addition, may be called upon to assist with organization and management of special events and/or projects at the direction of the Site Director.

II. Match Enrollment

- a. Assess volunteer "fit" to BBBS. Conduct volunteer enrollments, including: individual orientations, interviews, and completion of any other enrollment processes. Assess the necessity of home visits and complete as indicated. Assist as needed with conducting background checks/references.
- b. Conduct client enrollments including parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as appropriate.
- c. Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.
- d. Review and follow-up on references as necessary to gain additional data to complete the assessment process.
- e. Conduct volunteer and client reassessments/updates as indicated.
- f. Identify and eliminate any barriers interfering with the completion of the enrollment process.



interactions between agency, clients, and volunteers and keep data base updated and current.

IV. Ensure Customer/Client Satisfaction in Program outcomes

- a. Raise Client and/or program issues and concerns proactively and utilize ideas and strategies to retain successful matches, programs and volunteers.
- b. Utilize Customer Satisfaction survey.
- c. Utilize office best practice strategies and checkpoints to processes in order to plan, do, check, act and ensure positive client and/or program outcomes.

V. Match Retention

- a. Work proactively with the Site Director on a continual basis to ensure that successful matches made are successful matches retained.
- b. Work proactively at the direction of the Site Director to identify intervention strategies **that Program Specialist II will help you implement** to assure volunteer issues and concerns are addressed early in order to maintain positive relationships within the match.
- c. Utilize office best practice that includes the identification of warning signs, opportunities, which might jeopardize the success of a match and implement interventions to retain the match – **however, if after exhausting all attempts and possible solutions, work with Site Director/Program Specialist II to ensure that the match** is closed efficiently and effectively for all participants. This could include finding a new match for the Big or Little that might be willing to continue participation in the program.

VI. Billing Hours

- a. Must maintain an organized personal method of documenting and tracking daily billable match engagement hours.
- b. Match engagement hours should be tracked and recorded in the W-Drive on your billing sheet bi-weekly at a minimum. Month end entry should be avoided in order to quickly see and manage agency performance to goals throughout each month.
- c. It is critical that engagement hours are tracked as accurately and timely as possible in accordance with BBBS Standards. You must accurately document all interactions between agency, clients, and volunteers and keep the data base updated and current.
- d. Other duties as assigned by Site Director.
- e. Must meet agency assigned individual goals in billable hours.



Required Skills/Abilities:

- Strong people skills and ability to sell and engage the BBBS Vision, Mission, Values and messaging to diverse Community members, potential donors and partners.
- Excellent time management skills with proven ability to meet deadlines.
- Excellent verbal and written communication skills.
- Excellent interpersonal, Customer Service and Sales skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Strong data entry skills and/or typing 40 – 50 wpm preferred.
- Proficient with Microsoft Office Suite or related software.

Education and Experience:

- **Education Level:** Bachelor's degree is required. BA in social services, sociology, psychology or related field is preferred.
- College transcripts will be required.
- **Related Work Experience:** This experience is defined as work assessment, intake or interview and relationship development experience with child and adult populations; understanding of child development and family dynamics. Must have car, valid driver's license, and meet state required automobile insurance minimums as well as a criminal background check.

Physical Requirements:

- Routine office environment. Flexible work hours to meet customer needs. When home visits are indicated, must travel to local communities and neighborhoods.
- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Travel to ABQ Main office for staff training sessions is required as assigned.

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.



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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: _____