

# Big Brothers Big Sisters of Utah



**Big Brothers Big Sisters**  
of Utah

## JOB DESCRIPTION

**Position Title:** Bilingual Mentoring Specialist  
**Position Classification:** Non-Exempt  
**Work Schedule:** 32 - 40 hours per week  
**Supervisor:** Summit & Wasatch Counties Manager

### **Broad Functions:**

This position will provide high-level customer service to program participants, ensure child safety, promote positive impact on youth, develop and support constructive and satisfying relationships between the Bigs and Littles, and create a strong sense of affiliation with BBBSU for program participants. Applicant is expected to demonstrate high-level proficiency in applying child safety and risk management knowledge, and follow policies and procedures throughout all aspects of job function. Additionally, this position includes strategic child and volunteer recruitment throughout Summit and Wasatch Counties. Success in all areas will be measured by producing positive outcomes as measured by the agency's work flow database system. Applicant must be willing to travel to various school sites each week as well as local neighborhoods.

### **Match Support Functions:** (70-80% of time)

1. Conduct match proposals and match meetings, setting tone for relationship amongst participants and with agency from the beginning of the match.
2. Continually assess program participants focusing on:
  - a. Child safety
  - b. Match relationship development
  - c. Positive youth development
  - d. Volunteer satisfaction
  - e. Agency affiliation
3. Assess and provide for individual training needs, information and support needs for each program participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer
4. Maintain high-quality relationships with all partnering schools and program sites. Staff will visit and run each Site-Based program and check in with site coordinator on a weekly basis. Maintain an accurate list of volunteer names & schedules for each site coordinator and update within 1 week of any new matches being made- provide copies of each to Supervisor.
5. Collaborate with supervisor to develop, market, and present match activities to support match relationships to include: holiday party, spring break activity, summer break activities, and every-other-month-activities for Community Based matches.
6. Maintain high-quality professional relationships with all program participants to support a positive program experience and increased agency affiliation through individualized support, training & recognition, encouraged participation in agency events & fundraisers, and reengagement strategies.
7. Effectively utilize agency surveys, to assess match relationship impact on youth development.
8. Conduct exit interview with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer exit interview to supervisor for third party assessment.

### **Enrollment Functions:** (10-20% of time)

1. Identify child safety issues for volunteers, children and their families.
2. Increase volunteer and child enrollment through recruitment and outreach, including working with schools, organizations, and businesses in both counties to identify recruitment and partnership opportunities.
  - a. Identify and organize volunteer recruitment opportunities through support of existing mentoring participants
  - b. Conduct presentations as necessary to reach recruitment goals. Work closely with team to coordinate efforts.
3. Assist in conducting volunteer & client enrollments, including:
  - a. Individual/or group orientations
  - b. Volunteer training
  - c. Child safety education

# Big Brothers Big Sisters of Utah

- d. Interviews, and completion of any other enrollment processes
4. Review and follow-up on references as appropriate.
  - a. Immediately bring to the attention of supervisor concerns regarding reference information, which may influence the volunteer enrollment process.
5. Provide timely and comprehensive reports and recommendations for participation in the program based upon assessments of each individual participant.

## **Program Functions:** (10% of time)

1. Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
2. Consult with other service delivery staff and/or supervisor as appropriate.
3. To ensure quality services and measurable outcomes, maintain accurate and timely records for all program participants according to standards and utilize technology to report, synthesize and analyze data.

## **Primary Qualifications:**

- Must have a strong belief in and commitment to the BBBSU mission.
- Ability to listen and pick up on non-verbal cues, including tone, to enhance interpersonal communication and understanding.
- Ability to collect meaningful data and draw solid conclusions. Ability to form and sustain appropriate child/adult volunteer-based relationships based on positive youth development and volunteer satisfaction.
- Ability to effectively collaborate with co-workers and team, attend staff meetings in Park City and SLC.
- Submit accurate and timely reports—time sheets, monthly work reports, etc.
- Participate in agency-wide activities
- Represent Big Brothers Big Sisters of Utah to the public in positive manner
- Maintain strong relationship with supervisor
- Ability to speak and understand Spanish & English fluently
- Bachelor's Degree in social services or related field
- Assessment and relationship development experience with children and adults
- Understanding of child development and family dynamics
- Computer skills—Word, Outlook and Excel and ability to learn agency database (AIM)
- Ability to travel to clients homes and or sites where BBBSU operates programs / if by own vehicle must have valid drivers' license and state required insurance
- Adaptability and sense of humor.

## **Physical and Mental Requirements:**

- Excellent oral and written communication skills reflecting solid customer service and multicultural competence in-person, by telephone and email.
- Ability to: form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction;
- Effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating;
- Relate well in multicultural environments;
- Effectively collaborate with other staff; use time effectively; and focus on details.
- Ability to collect and analyze meaningful data.

## **Ability to:**

See, hear, listen, talk, sit for prolonged periods of time, use the telephone, reach, lift 25 pounds, drive a car.

## **Work Environment:**

Routine office environment. Flexible work hours to meet customer needs and negotiated with supervisor. When home visits are indicated, must travel to local communities and neighborhoods.

**To Apply please send resume and cover letter to [Jill.Sundstrom@bbbsu.org](mailto:Jill.Sundstrom@bbbsu.org)**