

**JOB DESCRIPTION**

**Position Title:** Bilingual Spanish Mentoring Specialist

**Position Classification:** Non-Exempt

**Work Schedule:** 30-40 hours per week – Must work in Park City Monday, Tuesday, Thursday

Other days may be in SLC or Park City

**Supervisor:** Summit & Wasatch Program Manager

**Broad Functions**

This position will be responsible for two on-site programs at local schools, as well as community-based program support. The Mentoring Specialist is responsible for promoting positive youth development and improving children’s lives by establishingand supporting ongoing positive mentoring relationships between volunteer mentors and children facing adversity. This includes outreach, providing professional training, monitoring for child safety, coaching toward positive youth development, and creating a strong sense of affiliation with BBBSU for families and youth. The Mentoring Specialist will work as a part of the Park City office team, under the supervision of the Summit/Wasatch Program Manager to ensure high quality support to all mentoring relationships. Must be available Monday and Thursday afternoons throughout school year, as well as flexible weekday hours. Occasional night and weekend work required.

**Service Delivery Responsibilities**

1. Ensure high-level youth protection by careful implementation of Big Brothers Big Sisters Program Standards and Big Brothers Big Sisters of Utah policies.
   1. Maintain up-to-date thorough understanding of BBBS Youth Protection System
   2. Proactively work to identify potential child safety concerns and follow appropriate notification procedures as necessary

1. Through careful and thorough implementation of the BBBS Service Delivery Model, support high quality one-to-one mentoring.
2. Establish and maintain positive, trusted relationships and open communication with program participants.
3. Responsible for enrolling children and matching youth with volunteer mentors according to the BBBSA Service Delivery Model, including:
   1. Child & Family Orientation
   2. Participant Screening and Training
   3. Interviews & Assessments
   4. Match Recommendations and Introductions.
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, summer break activities, and every-other-month-activities for Community Based matches, and on-going school year curriculum and projects.
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. Continually assess program participants through conversations and surveys with a focus on:
   1. Child safety
   2. Match relationship development
   3. Positive youth development
   4. Volunteer satisfaction
   5. Agency affiliation
8. Conduct exit interviews with all parties at match closure to ensure a healthy and positive end to the relationship and to assess match closure, child safety, and re-match potential.

**Other Responsibilities**

1. Consult and collaborate with other service delivery staff and/or supervisor as appropriate. Participate in monthly staff, team, and supervision meetings.
2. Participate in BBBSU fundraising activities that will benefit the agency.
   1. Share with development and/or marketing staff potential partnership relationships as discovered through volunteers’ and parents’ employers and affiliations
3. Help colleagues in Park City and state office with assigned projects as appropriate.

***Key Performance Indicators***

1. *At least 90% of participants in caseload contacted each month*
2. *Participant surveys completed within required timeframe*
3. *Youth/families applications processed and given a decision on program acceptance within 30 days of interview*
4. *Documentation of work entered into database within 2 business days of completion*
5. *Match notes documentation quality assurance scores of 4 or 5*
6. *New match goals met yearly*

**Primary Qualifications and Skills**

1. Must have a strong belief and commitment to the BBBSU mission.
2. Bachelor’s degree in social services or a related field with demonstrated knowledge and skill base in youth development.
3. Fluent in Spanish and English
4. Excellent customer service, multicultural competence, and both written and verbal communication skills, including ability to listen and pick up on non-verbal cues, including tone, to enhance interpersonal communication and understanding.
5. Ability to collect meaningful data and draw solid conclusions.
6. Ability to effectively collaborate with co-workers and teams.
7. Ability to complete work in web-based databases, Microsoft and Google Suites.

**Additional Requirements**

1. Must be able to travel to sites and homes and meet state required automobile insurance minimums.
2. Travel as needed to visit clients in homes and to participate in community meetings and events along the Wasatch Back.
3. Routine office environment. Flexible work hours to meet customer needs.

**Compensation, Perks & Benefits (Full-time 30 hours +)**

* $15-$17 / hour with opportunity for increase at 6 months based on performance
* Health Benefits - Medical/Dental/Vision - available on the 1st day of the month after you start
* Paid Time Off – On Average our staff earn/accrue more than $4,000 annually from our Paid Time Off Benefits
  + Two Weeks Paid Vacation
  + Paid Holidays include - major government holidays AND 1 week between Christmas and New Years
* Mileage Reimbursement for Travel

**To apply please send resume and cover letter to lacey.cole-rae@bbbsu.org**

6/19