



## **Bilingual Mentoring Support Coordinator Big Brothers Big Sisters of Utah**

### **Job description**

**Position Title:** Bilingual Mentoring Support Coordinator

**Position Classification:** Non-Exempt

**Work Schedule:** 40 hours per week (some evenings and weekends from 11:00 AM to 5:00 PM at least three days a week)

**Supervisor:** Community Based Match Support Team Lead

### **Position Summary**

Bilingual mentoring support coordinators are responsible for promoting positive youth development and improving children's lives by establishing and supporting the ongoing positive mentoring relationships between volunteer mentors and children facing adversity. This includes working with program volunteers, families, and children to provide professional training, monitor for child safety, coach toward positive youth development, and create a strong sense of affiliation with BBBSU. As part of the Community Based Match Support Team, the Mentoring Support Coordinator will work under the supervision of the CB Match Support Team Lead to ensure the Agency is providing high quality support to all CB mentoring relationships.

### **Race, Equity, Diversity, & Inclusion Statement and Work:**

Inclusion is a core value at BBBSU and we strive to lead with our values. Nationally, Big Brothers Big Sisters is the largest JEDI-focused youth development organization in the U.S. We are committed to igniting potential in the kids we serve and know that the unique contributions of a diverse team are key to achieving our mission. We welcome the unique contributions you can bring in terms of your education, opinions, culture, race, ethnicity, sex, gender identity and expression, sexual orientation, national origin, age, languages spoken, veteran status, color, religion, disability, genetic information.

### **Service Delivery Responsibilities**

- Ensure high-level child safety and consistently apply risk management knowledge by following Agency Policies and Procedures throughout all aspects of job function.
- Be proactive to stay current on child safety best practices.
- Diligently identify potential child safety concerns for volunteers, children, and families throughout the match relationship and follow appropriate notification procedures as necessary.

- Be the primary contact for agency support to all participants in assigned caseload. Establish positive, trusted relationships with program participants and encourage ongoing communication and program participation by providing individual training, information, recognition, and support.
- Continually assess program participants through conversations and surveys with a focus on child safety, match relationship development, positive youth development, volunteer satisfaction, agency affiliation
- 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.
- Provide high quality services and maintain accurate and timely records for all program participants to ensure measurable outcomes for children served.
- Know and follow BBBSU Program Standards and Policies.

### **Other Responsibilities**

- Consult and collaborate with other service delivery staff and/or supervisor as appropriate. Participate in monthly staff, team, and supervision meetings.
- Participate in BBBSU match activities.
- Participate in BBBSU fundraising activities that will benefit the region and agency.
- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Help Match Support Team with assigned projects.

### **Primary Qualifications and Skills**

- Must have a strong belief and commitment to the BBBSU mission
- Bachelor's Degree in social services or a related field
- Knowledge and skill base in Youth Development
- 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.
- Ability to collect meaningful data and draw solid conclusions.
- Ability to effectively collaborate with co-workers and teams.

### **Additional Requirements**

- Must have transportation and meet state required automobile insurance minimums.
- Must travel as needed to visit clients' homes and participate in community meetings and events. Due to COVID-19 all in-person meetings have been deferred for the foreseeable future. When social distancing guidelines allow some in-person meetings will be required. The position is primarily remote.

- Primarily Remote. Routine office environment. Flexible work hours to meet customer needs. Must be available at least three days a week from 11:00 AM to 8:00 PM. Must be available some evenings and weekends.
- Bilingual in English and Spanish required

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

- \$16-\$18 / hour
- Health Benefits - Medical/Dental/Vision - available on the 1st day of the month after you start
- Life Insurance
- Flexible Spending Account
- AFLAC
- 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 December 25th and New Years
- Mileage Reimbursement for Travel

Please email your cover letter and resume to [lauren.holman@bbbsu.org](mailto:lauren.holman@bbbsu.org) to apply.