

**JOB DESCRIPTION**

**Position Title:** RefugeeMentoring Coordinator

**Position Classification:** Non-Exempt

**Work Schedule:** 40 hours per week with some evening and weekend work. A Mentoring Support

Coordinator should expect they will need to be available for calls up until 7:00 PM

or on weekends at least 3 evenings/weekend days per week.

**Supervisor:** Community Based Program Manager

**Broad Functions**

This position will act as one of BBBSU’s primary liaisons for youth seeking a mentor whose families were relocated to the U.S. with refugee status. The Refugee Mentoring Coordinator 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, including those coming from a refugee background. The Refugee Mentoring Coordinator may also be asked to assist with recruiting, training and supporting refugee mentoring program volunteers. The Refugee Mentoring Coordinator will work as part of the Community-Based Team, under the supervision of the Community-Based Program Manager to ensure high quality support to all 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**

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 of families from refugee background 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. 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
5. 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 Match Support and Enrollment Teams with assigned projects.

***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*

**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. 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.
4. Ability to collect meaningful data and draw solid conclusions.
5. Ability to effectively collaborate with co-workers and teams.
6. 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 Front.
3. Routine office environment. Flexible work hours to meet customer needs.
4. Experience with refugee populations preferred.
5. Bilingual in English and Arabic, French or other language preferred
6. 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 7:00 PM. Must be available some evenings and weekends.

To apply please email resume and cover letter to Jill.sundstrom@bbbsu.org