



## Job Description

<b>Position Title:</b>	Mentoring Specialist- Enrollment
<b>Position Classification:</b>	Non-Exempt
<b>Work Schedule:</b>	40 hours per week – with some evening and weekend work. An enrollment specialist should expect to be available for interviews and Match meetings at least 3 evenings or weekends per week.
<b>Supervisor:</b>	Enrollment Team Lead
<b>Updated:</b>	September 2022

### Position Summary

Mentoring Specialists focusing on Enrollment are responsible for promoting positive youth development and improving children's lives by *establishing* the positive mentoring relationships between volunteer mentors and children facing adversity. This includes working with program volunteers, families and children to provide professional training, screening for child safety, and creating a strong sense of affiliation with BBBSU. As part of the Community Based Enrollment Team, the Mentoring Specialist will work under the supervision of the Community Based Program Manager to ensure the Agency is enrolling and matching children who need a mentor with appropriate volunteers.

### Service Delivery Responsibilities

1. Ensure high-level child safety and consistently apply risk management knowledge by following Agency Policies and Procedures throughout all aspects of job function.
  - a. Be proactive to stay current on child safety best practices.
  - b. Diligently identify potential child safety concerns for volunteers, children, and families throughout the enrollment and matching process and follow appropriate notification procedures as necessary.
2. Responsible for Program Enrollment and Matching according to the Service Delivery Model, including:
  - a. Volunteer and Child & Family Orientation
  - b. Participant Screening and Training
  - c. Interviews & Assessments
  - d. Match Recommendations and Introductions.
3. Provide high quality services and maintain accurate and timely records for all program participants to ensure measurable outcomes for children served.
4. Know and follow BBBSU Program Standards and Policies.

### Other Responsibilities

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

## **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
3. Knowledge and skill base in Youth Development
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

## **Additional Requirements**

1. Must have transportation and meet state required automobile insurance minimums to travel as needed to visit clients in homes along the Wasatch Front
2. Routine office environment. Flexible work hours to meet customer needs
3. Bi-lingual in English and Spanish

## **Compensation & Benefits:**

- \$20 - \$21 per hour DOE
- Employees working at least 30 hours per week are eligible for:
  - Medical/Dental/Vision/Wellness coverage available on the first day of the month following your start date
  - 22 Days of PTO + 8 Paid Holidays + 3 Paid Volunteer Days which includes, Vacation, Sick, Personal days, AND the week between the December Holidays (12/26 – 12/30). \* *Time off is pro-rated based on start date*

This position is eligible for Hybrid work if you meet/exceed and maintain performance standards.

*Big Brothers Big Sisters is proud to be an equal opportunity employer. All qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, national origin, ancestry, gender, gender identity and/or expression, genetic information, veteran status, disability, citizenship status, marital status, pregnancy, or any other characteristic protected by federal, state, or local employment discrimination laws where BBBSU does business.*

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