



Mentor2.0 Program Manager Job Description

The Mentor2.0 Program Manager (PM) reports to the Director of Programs or to the President/CEO of Big Brothers Big Sisters of Cumberland & Salem Counties

Big Brothers Big Sisters of Cumberland & Salem Counties' mission is to Create and support one-to-one mentoring relationships that ignite the power and promise of youth.

Big Brothers Big Sisters of Cumberland & Salem Counties' vision is that all youth achieve their full potential.

Education Requirement

Minimum of Bachelor of Science or Bachelor of Arts.

The Position

Mentor2.0, a partnership between iMentor and Big Brothers Big Sisters of Cumberland & Salem Counties (BBBS), is a proven, technology-enriched mentoring program for high school students. This program provides support and guidance, helping high school students graduate and succeed in post-secondary ambitions. The Mentor2.0 PM will be responsible for creating and facilitating high impact relationships between 50-100 mentee-mentor matches. The PM will leverage the Mentor2.0 and Big Brothers Big Sisters program models to deepen match relationships and help adult mentors guide high-school students toward post-secondary success. The PM will work with mentors to position them as “go-to” resources for their mentees and provide individual coaching for matches. Reporting to the Director of Programs, the PM will inspire personal and academic development for each mentee enrolled in the program within a classroom environment. By facilitating weekly classroom lessons for mentees, leading monthly events, and providing individual support for matches, the PM will help develop a strong partnership at the school site and contribute to Big Brother Big Sisters of Cumberland & Salem Counties impact in the community and in the post-secondary success landscape.

The ideal candidate will have experience working with high-school aged youth in a school-based setting and/or experience in college-access programming. Candidates should display youth development knowledge, strong communication skills, persistence and resourcefulness, and experience coaching individuals toward personal growth. They should believe that every student deserves a champion and a chance to graduate from college. Because BBBS is deeply committed to supporting students enrolled in Mentor2.0 throughout high school, we ask that candidates dedicate at least three years to the PM role. This role is full-time, 40 hours per week, and salaried.

Overtime Status: **Exempt** **Non-exempt**

Responsibilities:

Facilitate relationships between 50-100 mentor and mentee matches:

- Recruit, enroll, train volunteer mentors and mentees for the Mentor2.0 program.
- Manage match relationships and day-to-day Mentor2.0 program operations.
- Execute national program implementation strategies and curriculum content in order to deepen mentor-mentee pair relationships.
- Develop innovative program engagement strategies in order to hold participants accountable for growth and excite them about Mentor2.0.
- Help mentees build meaningful relationships with their mentors through targeted case management.
- Provide coaching support for mentors in order to position them as a resource as mentees navigate their academic environment and post-secondary options.
- Utilize data analysis to effectively track match relationship growth and develop targeted pair support, coaching, and communication strategies.

Lead weekly classroom sessions and facilitate monthly events:

- Lead multiple classroom sessions per week for mentees at school site.
- Ensure mentees and mentors exchange deep and meaningful correspondence on a weekly basis via the Mentor2.0 online platform.
- Build engaging classroom lessons based on provided curriculum content in order to develop student growth.
- Execute and facilitate monthly events at school site for matches in order to build stronger relationships.

Provide robust and targeted post-secondary support:

- Use curriculum content to build student skills, interests and aptitudes to support post-secondary success.
- Build college aspiration for mentees and assist matches with navigating post-secondary conversations according to academic level.

Collaborate externally and internally to support programming:

- Provide a high level of customer service throughout the effective implementation of the volunteer mentor and mentee recruitment, enrollment, training, and matching process in accordance with Big Brothers Big Sisters policies and procedures.
- Collaborate with co-teachers, Director of Programs, and school administrators around programming logistics and operations.
- Collaborate with other program staff to ensure smooth transition among functions.
- Identify and eliminate barriers interfering with the completion of the enrollment process.
- Attend external meetings, relevant community events, and trainings hosted by school administrators as needed.
- Communicate with iMentor staff and other BBBS affiliates to share best practices and learn about program developments.



- Conduct volunteer recruitment, enrollment, and trainings, including: individual orientations, interviews and completion of any other enrollment processes
- Conduct client enrollments including: orientations, parent/child interviews, and alternative or additional services as needed
- Review all enrollment information and assessments to make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful matching between a client and volunteer.
- Effectively align volunteer interests and qualifications with service options of the agency.
- Provide timely and comprehensive reports and recommendations for participation in the program based on assessments of each individual client and volunteer.
- Conduct client and volunteer reassessments/updates as indicated
- Provide EMPOWER: A Child Sexual Abuse Prevention Training Program to clients, parents, and volunteers to ensure high level proficiency in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of the program services.
- Attend and contribute to BBBS staff meetings and Program meetings as scheduled.
- Complete statistical reports as required on a monthly and annual basis
- Assist Director of Programs with learning agenda and supervision of student interns.
- Develop an understanding and work within the guidelines of Big Brothers Big Sisters of Cumberland & Salem Counties' by laws, policies, and procedures, and Big Brothers Big Sisters of America's standards and procedures.
- Provide assistance in the implementation of client activities and special events.
- Develop case plans for each individual match.
- Serve as the Match Support Specialist for matches.
- Make recommendations to Match Support Specialist for implementations of the case, plan, training and support based on the needs of each individual match.
- Follow the intake process through to next point of contact.
- Assist Director of Programs with learning agenda and supervision of student interns.
- Additional duties as required by the President/CEO, Director of Programs, or Board of Trustees (e.g. fundraising, public relations, etc.)

Qualifications:

A minimum of a Bachelor's degree from an accredited college plus two years of professional experience in youth development, education, or college access preferred. Additional experience in volunteer management, client/service support, account management or community organizing recommended. Strong oral and written communication skills are required. The PM must be able to transport themselves to the school site, to monthly evening match events, meetings, recruitment events and other BBBS sponsored events and activities.

Preferred competencies and skill sets:

- Strong and diverse interpersonal skills; able to communicate with underserved populations/geographic areas and in corporate environments.
- Strong verbal and written communication skills
- Organized and self-directed with the ability to evaluate the needs of the clients, families and volunteers for program participation.
- Robust organizational and time management skills, with the ability to succeed in a high-volume work environment



- Ability to plan and implement programs with a spirit of teamwork without moment-to-moment supervision and be willing to help advance the program with creative ideas and objectives.
- Strong computer skills to include Microsoft Word, Excel, and PowerPoint, access databases and internet.
- Technologically proficient – can navigate online platforms and databases
- Views differences between individuals (race, gender, age, sexuality, cultural heritage, physical ability, education) as assets
- Public speaking skills, including the ability to speak persuasively to large and small audiences and to facilitate activities
- Ability to enthusiastically convey the message of Big Brothers Big Sisters and to work with volunteers is essential for success in this position.
- Must meet all guidelines of Big Brothers Big Sisters of Cumberland & Salem Counties volunteer intake process (e.g. finger printing and criminal record check, driving record check, personal and professional reference reports, show proof of automobile insurance that meets the state standards for bodily injury, property damage and medical liability).
- Comfortable working in a school setting with the ability to work with school administration in effort to improve an build programs.
- Excellent problem-solving skills with ability to ‘think on your feet’ and plan both proactively and reactively.
- Able to hold program participants accountable in a clear, assertive, empathetic, and supportive way.
- Excited to learn about the college application process and financial aid resources for first-generation college students.
- Dedicated, diligent, resourceful and goal-oriented.
- Must be willing to have a flexible work schedule that may extend into evening and weekend hours.
- Ability to lift at least 30 pounds.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills.

Contents may be subject to change to meet the needs of the Big Brothers Big Sisters of Cumberland & Salem Counties.